



Global Support Engineer

Appear TV is rapidly growing its worldwide client's base and therefore needs to expand the support team with an enthusiastic and service minded **Global Support Engineer** based in our Oslo office.

Appear TV provides carrier-grade solutions that enable broadcasters and operators to deliver professional quality TV and video services to home, hospitality and mobile markets. We have equipment in operation in over 100 countries. Our customers are Telecommunications, Cable, Satellite and Streaming Video operators who expect a high level of quality and technical expertise from their equipment providers.

You will be based in our Oslo office and your responsibility will be to ensure Appear TV products work flawlessly within the customer's environment. You will be working with leading edge technology such as Multiscreen/OTT, IPTV and DVB-C/T2/S2. The job also involves close co-operation with our Sales and Development teams.

Responsibilities:

- Working with our global customer base supporting deployed equipment
- Remote maintenance and diagnostics
- On-site system installation, configuration and testing
- Technical training on Appear TV products, both in-office and at customer sites
- Participate in Trade Shows and Exhibitions worldwide

Desired Skills and Experience

- Relevant higher education: MSc., Cand. Scient (or equivalent). BSc will also be considered with relevant experience.
- 3 years of relevant work experience.

Successful candidate will possess most of the following skills and expertise

- Customer service and interaction
- Shows initiative, independent and proactive
- Problem solving skills
- Experience with one or more of:
 - o IPTV/DVB technology
 - o TCP/IP technologies, networks and protocols
 - o RF networks and technologies
 - o Linux operating systems

You will have a positive attitude; want to work with an experienced team, developing tomorrow's TV technology and products. Fluency in English is required and in addition one Scandinavian language is preferred. Any additional language skills are advantageous. Travelling should be expected.

We offer:

- A young, dynamic and exciting place to work with humor and energy
- State-of-the-art products and technology
- Inspiring customers and projects
- International work environment
- Competitive terms

Please send your resume together with application letter in English to jobs.tss@appeartv.com or for further information contact Damian Hatwell at damian.hatwell@appeartv.com.

APPEAR TV is headquartered in Oslo, Norway. The company produces world-class equipment that enables operators to deliver professional broadcast services to millions of users around the globe. The company is dedicated to developing reliable, revenue-generating and innovative solutions for operators looking to deliver real-time content to the home. Appear TV head-ends are designed for modularity, high density, and flexibility.