

Technical Support Engineer

Appear TV is rapidly growing its client's base and therefore needs to expand the customer support team with an enthusiastic and service minded **Technical Support Engineer**. Our company provides carrier-grade solutions that enable broadcasters and operators to deliver professional quality TV, video and audio services.

Our customers are Telecommunications and Cable operators who expect a high level of quality and technical expertise from their equipment providers. Your main responsibility will be to ensure Appear TV products work flawlessly within the customer's environment. The job involves close cooperation with our development and sales teams.

Degree qualified: Relevant higher education: MSc., Cand. Scient (or equivalent). BSc will also be considered with relevant experience.

Responsibilities:

- Customer support via both phone and email
- Remote maintenance and diagnostics
- Upgrading of deployed products
- System installation, configuration and testing
- Demonstration of Appear TV equipment
- Technical training on Appear TV products, both in-office and at customer sites
- Draft and write installation guides, user manuals and maintenance documentation based on information from subject-matter experts

You possess skills/interests in the some or all of the following areas:

- Interested in customer interaction and focus
- Problem solving skills
- Service minded
- Experience with Video over IP/DVB technology
- Experience with TCP/IP technologies, networks and protocols
- Experience with RF networks and technologies

Professional experience would be advantageous but not essential. You will have a positive attitude; want to work with an experienced team, developing tomorrow's technology and products. Fluency in English is a requirement, and Norwegian or additional language skills are advantageous. Travelling should be expected.

We offer:

- An exciting place to work with humour and energy
- State-of-the-art products and technology
- Inspiring customers and projects
- International environment with world wide customer base
- Professional career development
- Competitive terms

Send your resume and application clearly marked to jobs@appeartv.com or for further information contact Damian Hatwell at damian.hatwell@appeartv.com.

APPEAR TV is based 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.