



## Support Engineer

### Company Description

SmartSpot is a privately-owned IT Services Company, based in Cluj-Napoca, offering high quality and cost-effective solutions to their clients since 2011.

We provide tailored technical support & development through four major service offerings: Application Management, Testing, DevOps and Application Development.

We are a young and talented team with more than 10 years' experience in customer and business support services for the media streaming industry.

We promote an informal work environment and encourage various team activities.  
([www.smartspot.ro](http://www.smartspot.ro))

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## Job description

We are a team of technical engineers to work on exciting projects around the world. You will support our customer's current success and growth with new customers. As a technical expert, you are going to work remotely from the Professional Services engineering team based in Cluj-Napoca. After initial training on our customer's products and technologies, you will work in direct relationship with their customers, mainly Telecom operators, to conduct and perform the integration and deployment of their products.

## Responsibilities

- Engineering work on the deployment and debugging phases
- Technical analysis of interoperability and integration issues
- Coordination and follow-up with customers, external partners and our customer's R&D teams
- Documentation writing (technical architecture, specifications, site reports)
- On-site systems tests and validation
- Training of customer's operational staff
- Support and follow-up of issues after production launch
- Business traveling

## Candidate profile

- Knowledge of IP networking and Linux OS
- Ability to work autonomously and rigorously
- Good people skills to develop constructive relationships
- 3 years of professional experience in a similar context

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## Skills

### Mandatory

- Fluency in English
- Previous experience in dealing directly with customers
- Knowledge of Linux and its command line
- TCP/IP knowledge, and experience in diagnosing and troubleshooting network issues
- Scripting proficiency in at least one language (BASH, PHP, Python, Perl, etc.)

### Desirable

- Knowledge of digital media technologies – MPEG2-TS, RTSP, DRM, HLS, Smooth Streaming, multicast
- Understanding of project management fundamentals (time, scope, budget, risks)
- French

### Benefits

- Competitive salary
- Comprehensive training (Linux, Streaming & other attractive technologies)
- Opportunity to work in the exciting and challenging industry of media streaming
- International working experience
- Benefits package

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