

Job Description

Position: Customer Support Engineer

Location: Kuala Lumpur, Malaysia

Reporting to: Senior Customer Support Engineer

Salary & Package: Annual Salary TBA. Package includes “on-call” allowance, Private Medical Cover, Life Assurance, company handphone & laptop computer + 18 days paid annual leave per annum

Background:

Altobridge Sdn Bhd is a KL based company and is part of Altobridge Limited (www.altobridge.com) – a cellular communications company, headquartered in Ireland with other offices in San Jose USA, Shenzhen, China and Jakarta, Indonesia.

Our market is niche and focused. We concentrate on delivering GSM connectivity to remote communities with population sizes as low as 50 subscribers and we bundle the necessary hardware (eg. BTS, Power Amp, external antenna etc) plus proprietary software to enable cellular operator to profitably extend their network reach into small communities.

We have created and patented a number of transmission saving technologies that now make GSM deployment into remote areas logistically, technically and commercially viable for cellular operators.

For instance, we have developed a ‘split-BSC’ architecture with a bandwidth-on-demand feature that also minimises satellite bandwidth backhaul.

We have also patented a unique ‘local switching’ feature – whereby voice traffic at a remote site is switched at the BTS level – thereby removing the need for local mobile-to-mobile traffic to be expensively backhauled over satellite.

In the Asia Region, Altobridge has already deployed this technology in Remote Communities including;

➤ Maxis (Malaysia)

Since 2007, we continue to rollout and support by means of a Fully Managed Service solution, nanoGSM connectivity on the Maxis network, to small remote enterprise (eg. palm oil plantations) and small village communities throughout Sabah and Sarawak (<http://www.altobridge.com/pages/posts/2007-jun-1936.php>)

➤ **Mobicom Corporation (Mongolia)**

Where we have delivered GSM connectivity similar enterprises in the mining industry (<http://www.altobridge.com/pages/posts/2008-apr-0311.php>)

In addition, Altobridge's recent acquisition of the Mobile Network Services Division of ADC has increased our customer presence elsewhere within the region, primarily amongst Pacific Island Communities.

Customer Support Engineer

The Role:

We seek a Customer Support Engineer to join our small, existing KL based team.

The duties of the role are as follows;

- ➔ Provide Fully Managed Service Support to existing customer deployments in ASIA, namely Maxis (Malaysia) & Mobicom (Mongolia)
- ➔ Provide Fully Managed Service Support to new customer deployments in ASIA, as and when they come on-stream
- ➔ Network Management monitoring
- ➔ Analyse network performance traffic, using traffic data statistics and compiling same into weekly and monthly Customer Reports
- ➔ Provide on-site and remote technical and project support to existing a future customer base in Asia
- ➔ Install and Commission Altobridge equipment at various customer locations eg: Remote Enterprise and Community locations in Sabah and Sarawak
- ➔ Some systems integration of Altobridge products with other 3rd party products to allow full service offering to our customers.
- ➔ Remote Site field support and office based troubleshooting of customer issues and implementation of resolutions to customer's satisfaction.
- ➔ Remote site field support for customer trials and demonstrations of the Altobridge product suite.
- ➔ Site Survey prospective remote site locations
- ➔ Rapid escalation to senior management any blocking issues which may significantly impact the level of service available to our customers.
- ➔ Test and validation of software upgrades and patches prior to releasing them to the field.

Some overseas travel will be a requirement.



Role Pre-requisites:

4+ years experience in Telecommunications circuit and packet switching platforms – preferably in cellular networks and IP voice technologies.

A deep technical understanding of the entire end-to-end cellular network architecture including a working knowledge of most or all of the following network elements, protocols and technologies:

- BSC/BTS
- PCU/SGSN/GGSN
- Abis Interface
- A Interface (SS7)
- IP Routing
- Voice over IP
- Ethernet interface configurations
- IP addressing and subnets
- Wireshark/Ethereal network analyser
- Unix/Linux Operating Systems Installation
- Basic shell scripting in Unix/Linux environments
- Configuring client/server applications in Unix/Linux
- Voice backhaul in cellular networks (Abis and AIF over IP)
- Data backhaul in GPRS, EDGE and UMTS/3G networks
- Network Management systems
- Satellite Backhaul including VSAT systems
- Satellite Terminal configurations
- RF coverage planning and optimisation
- MS Office Suite Proficiency especially, MS Access
- Linux/Unix/Solaris proficiency

Knowledge of Network and Switching Subsystem (NSS) architecture for cellular networks would also be an advantage.

Successful candidate will be a confident and good communicator, motivated by working in a self-starter, entrepreneurial, self-reliant, company culture interfacing with regional customers and the AltoBridge regional offices in Ireland, the USA and Indonesia.

The role also requires Out-of-Office hours and weekend “on-call” support duty on a week-on/week-off basis.

For further information:

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or

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