



Job Title: Integration Support Engineer

Location: London, UK

OpenTV (www.opentv.com) is seeking a INTEGRATION SUPPORT ENGINEER.

Job Description Summary:

Provide prompt, accurate technical support to OpenTV customers worldwide. This role is specific to supporting and integrating new technology into one of OpenTV's main European digital satellite customers. This ranges from assistance with using and integrating OpenTV products to complex engineering analysis and system integration projects. In general, Integration Support Engineers should be familiar with several areas of OpenTV technology and be able to intelligently assess specific problems encountered in the field and determine an appropriate path to resolution.

Job Responsibilities:

- Provide complex engineering analysis and system integration for new technology deployments,
- Day-to-day interaction with customer engineers regarding issues they encounter,
- Review and analyse product and/or customer source code and trace output to isolate problems.
- Find solutions to specific problems for use by other engineers and customers,
- Report or escalate technical issues within the Support or development organizations as appropriate,
- Find and file bugs in the Development bug database when research indicates a problem in OpenTV code.
- Work on-site with customers in OpenTV offices or customer facilities as needed.
- Use e-support database to track and manage defects and issues with customer and its suppliers.
- Develop and maintain relationship with customer
- Act as intermediary between development engineers and customers if needed.
- Report significant ("hot") customer problems to Support management.
- Assist customers in understanding OpenTV solutions and technology

Skills & Qualifications Required:

- Strong C embedded software development and code analysis skills.
- Strong problem analysis and debug skills.

- Experience of the entire project/application lifecycle, especially with regard to delivery, testing, defect resolution and recognised development methodologies
- Use of initiative to pro-actively own, investigate and coordinate the implementation of solutions for issues.
- Ability to communicate effectively via email, telephone or in person with customer engineers, OpenTV engineering teams and project managers.
- Experience with development/build environments, make files and source code management tools.
- Ability to implement and test fixes for problems found in product source.
- Fluent in English
- Right to work in the UK

Additional Useful Skills:

- Prior experience with real-time operating systems and embedded systems development. Low-level driver development a strong plus.
- Knowledge of multi-threaded programming aspects
- Experience with digital television technologies (MPEG, DVB, etc.) and interactive television concepts
- Experience using UNIX
- Knowledge of OpenTV and the middleware market in general

If interested in this position, please submit your resume to resumes@opentv.com or fax to +44 (0) 20 7251 0263.