

SDP Technical Support Specialist

Innovative Systems is looking for an SDP Technical Support Specialist to help broadband service providers get the most out of our Service Delivery Platform (SDP). You'll be a key point of contact for installation, configuration, plant tracking, automated provisioning, and troubleshooting across the network elements that deliver broadband, voice, video, and related services—working closely with customers, third-party vendors, and internal teams to resolve issues and keep implementations moving. This role reports to the Director, SDP and V/V Support. This is a full-time role with occasional travel for client visits, implementations, and training.

A Day in the Life

One day you might be walking a client through installation and configuration questions; the next you're troubleshooting a provisioning issue, training an end user over a live-streaming session, or coordinating with a third-party vendor on an equipment integration. When things slow down on the ticket side, you'll help monitor the health of client environments, document a tricky fix, or lend a hand on the next phase of an implementation. No two days look quite the same.

What You'll Do

- Help broadband service providers install, configure, provision, and maintain Innovative Systems SDP applications
- Diagnose and resolve software, hardware, and integration issues, documenting your work clearly along the way
- Deliver end-user training and ongoing support by phone, live-streaming tools, and other channels
- Coordinate customer implementations and technical projects, keeping requirements, timelines, dependencies, and next steps aligned across clients, vendors, and internal teams
- Monitor SDP/IMS application environments, troubleshoot service interruptions, and help maintain automated provisioning workflows
- Keep clients and colleagues informed with clear updates on issue status, technical findings, resolutions, risks, and next steps
- Travel to client sites as needed for implementation, training, or support activities

Ideal Candidate Would Have

- Experience supporting Windows operating systems and web servers (familiarity with Linux is a plus)
- Working knowledge of core internet and application protocols such as TCP/IP, DNS, DHCP, FTP, SSH, HTTP/HTTPS, XML, and HTML
- A methodical approach to troubleshooting, with the ability to manage priorities and follow issues through to resolution
- Strong written and verbal communication skills, including clear technical documentation
- Comfort working independently while collaborating effectively with customers, vendors, and internal teams
- Three or more years of experience in technical support, network operations, systems administration, telecommunications, or a related field

Preferred (Not Required)

- Experience with Wireshark, network routing and switching, or server-application troubleshooting
- Familiarity with broadband access platforms and service-provider equipment such as Calix, Adtran, Nokia, Zhone, Tarana, or Plume
- Experience with voice telephony, PBX or telephone switching, SIP technologies, or IPTV middleware
- Relevant education or experience in telecommunications, network administration, broadband, wireless, information technology, computer science, software development, or data analytics
- Don't worry if you don't have experience in every area listed above — we'll help you build the skills you need. What matters most is your ability to troubleshoot methodically, communicate clearly, and keep learning as the technology evolves.

Why You'll Like Working Here

- Competitive pay
- Generous paid time off + 10 paid holidays
- 401(k) with company match
- Company-paid employee health, dental, vision, and life insurance (Blue Cross Blue Shield)
- HSA contributions from the company
- Company-paid short- and long-term disability insurance