

Application Specialist

The company & Product

Imagen helps sports and media companies manage and distribute their ever-growing video libraries, enabling fast, easy, secure and controlled access to content through a highly customisable content portal.

Speed to market, greater choice and ease of access are critical to maximising the value of content. Imagen allows rights holders to monetise near-live video assets more effectively via a premium content distribution portal. Offering pin-point time-based video searching, instant playback, online editing and high-speed file transfer, Imagen unlocks the full commercial potential in media libraries.

With customers including the Premier League, BBC Studios, IMG, BP, Press Association and many more, Imagen implements a unique set of processes and technical expertise to ensure that video is managed in the most efficient and cost-effective way. As the sheer amount of video data grows throughout the world, Imagen strives to create a platform that can generate more value from archive and near-live video.

The person

Reporting to the Director of Professional Services, Imagen requires an outgoing and ambitious Application Specialist to help implement customer projects. The successful applicant will be involved in all stages of technical delivery including, but not limited to: planning, weekly client meetings, deploying cloud-based infrastructure, installing Imagen software and writing scripted processes to improve workflows.

The Application Specialist is a broad role with scope to get involved with both technical issues and the company's customers. Working as part of a wider delivery team the chosen applicant will join internal weekly planning meetings; contribute ideas for projects; deliver a high level of customer service; and demonstrate an aptitude for personal development. A keen team player is required, but the ability to solve complex problems independently is also essential. A track record of using cost benefit analysis to make important decisions is key.

Key responsibilities:

- Install cloud-based Infrastructure and the Imagen software solution.
- Configure ImagenWeb using the platform editing tools to add finishing touches
- Write and perform bespoke data migration processes
- Monitor and research everchanging cloud technologies to improve working practices.
- Develop technical ideas to automate workflows for delivery and content onboarding.

- Liaise with technical support colleagues to troubleshoot and resolve customer issues.
- Communicate with customers in person, via email/telephone, and in conference.

Experience & Qualifications:

Personal

- Preferably educated to degree level, but consideration will be given to candidates with relevant experience.
- Excellent communication skills with the ability to convey ideas and offer solutions to internal and external stakeholders. Impeccable Email manner is vital.
- Excellent organisational skills with the ability to manage priorities and work to deadlines.
- Ability to drive customer deployments to a high degree of accuracy and customer satisfaction.
- Support non-technical customers, explain complex IT concepts in simple concise way.
- Confidence working with internal and external clients at all levels.
- Excellent analytical skills for troubleshooting and problem solving.

Technical

- Knowledge and experience of working with Cloud technologies e.g. Azure, AWS, Kubernetes, Docker, Function Apps etc.
- Installing, configuring and troubleshooting proprietary Software.
- Methodical use of change control procedure for planning and execution.
- Windows Powershell scripting.
- Experience with SQL query language.
- Working Knowledge of HTML, PHP & CSS.
- Understanding of XML and XSL Translation.
- Thorough understanding of networking standards and protocols.
- Experience of working with the latest Windows Server OS with the ability to troubleshoot a variety of IT-related issues and resolve user issues.

Summary

This is a unique opportunity to join a fast growing, award winning company with an international and well recognised client base. In addition to a competitive salary, a comprehensive benefits package and 25 days' holiday is on offer to the right candidate.