

## Cloud Engineer - North America

### *New York Based With Competitive Compensation*

#### Overview:

As a member of the Professional Services team representing the Americas, working with the Director of Professional Services in London and the CRO – Americas, based in NYC, we are looking for an talented and ambitious Cloud Engineer to help deploy customer projects in North America; while also scoping, defining, approving, and deploying custom developments for our clients.

#### About the Role:

The **Cloud Engineer - Americas** is a highly focused role that focuses on the technical delivery portion of the client delivery and designs and executes scripts, add-ons, and changes to the core offering to meet the requirements of the client. Working as part of a wider professional services and 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 strong 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 and R&D colleagues to troubleshoot and resolve customer issues.
- Collaborate with the deployment team to timely deliver customer solutions and provide a high quality of customer satisfaction.

#### About You:

##### Personal:

- Based in NYC or the tristate area and willing to commute to office 2-3 days a week.
- Excellent communication skills with the ability to convey ideas and offer solutions to internal and external stakeholders.
- Excellent organizational skills with the ability to manage priorities and meet deadlines.
- Ability to drive customer deployments to a high degree of accuracy and customer satisfaction.
- Support non-technical customers and explain complex technical concepts in a simple concise way (KISS principle)
- Confidence working with internal and external clients at all levels in a professional manner.
- Excellent analytical skills for troubleshooting and problem solving complex technical issues.
- You are a generally good human who has compassion and cares for your fellow humans on this planet and make an effort to make others' lives better both inside and outside the workplace

##### Technical Experience:

- Knowledge and experience working with Cloud technologies e.g. Azure, AWS, Kubernetes, Docker, Function Apps etc.
- A history of installing, configuring, and troubleshooting proprietary software
- Methodical use of change control procedure for planning and execution
- Experience in windows PowerShell scripting
- SQL query language knowledge and experience
- Working Knowledge of HTML, PHP, CSS, etc.
- Understanding of networking standards and protocols
- Experience working with the latest Windows Server OS with the ability to troubleshoot a variety of IT-related issues and resolve user issues quickly and efficiently.

### **About Imagen:**

Located in New York, London and Cambridge, Imagen is a world-leading SaaS video and asset management platform provider that enables global Enterprise, Education and Sports organizations the ability to access, distribute and manage their complex content intuitively and efficiently. We are backed by leading VCs, including Cambridge Innovation Capital & Downing and Guinness.

### **The Package:**

We offer a competitive salary and equity as well as private healthcare, 401k, and other work/life balance benefits to keep our employees engaged, motivated, and happy.

**If you are interested, please forward your CV to [perry.fetterman@imagen.io](mailto:perry.fetterman@imagen.io)**