

OPPORTUNITY: IT ENGINEER (PLYMOUTH)

We require IT Engineers to support crucial Video Streaming services for Broadcasters and Content Owners across Europe and the US.

ABOUT THE ROLE

We are looking for a IT Engineer to join our growing team. You will be required to work shifts to cover a 24x7 operations model and it will involve lone working. The role will provide critical support/monitoring of servers, video streams and systems for clients in the broadcast and media/entertainment industry. Reporting to the Technical Support Manager, this is a great opportunity to learn about video streaming and cloud based technology. There will be the opportunity for the right candidate to progress quickly within the organisation.

AS IT ENGINEER YOU WILL:

- Provide 24/7 monitoring of clients servers & video streams
- Provide initial triage on support issues, fixing those where possible and passing others on to the relevant teams.
- Ensure that all issues and resolutions are logged in the help desk.
- Liaise with clients to support cloud based video streaming solutions.
- Monitor of key client systems.
- Use server monitoring using tools such as Zabbix and CloudWatch.
- Become proficient with AWS and other cloud technology.
- Have the opportunity to attend industry seminars and technical training.
- Provide training / documentation to other operational staff who will support these clients.
- Share best practices identified in daily work with members of other teams.
- Occasionally travel to London or Europe.

REQUIRED SKILLS:

- Prior experience in an infrastructure or software support role.
- Hands on knowledge of Linux and Windows servers.
- Natural aptitude, knowledge and understanding of Software systems.
- Highly organised and logical thinker.
- Enthusiastic character able to be friendly and calm with clients.
- Some knowledge of AWS or other cloud services.
- Understanding of software development processes and technologies.
- Any networking skills or software development skills are an advantage.
- Willing to jump in on any problem as it emerges.
- You will need a strong ability to work off of your own initiative.
- Excellent customer service skills.
- Knowledge of video streaming would be a huge advantage but training will be given for the right candidate.

ABOUT VUALTO:

VUALTO is a fast growing company who design, develop and deploy pioneering technology to make online video happen. We are proud to work with broadcasters and content owners throughout the UK, Europe, America and Asia and our products include: live and on-demand video delivery to multiple devices, instant Live2VOD automation, Digital Rights Management, Players and Player SDK's.

We have grown from 4 to 38 people over the past 5 years and we continue to expand our offices throughout the UK. At VUALTO you can enjoy working with a friendly, inclusive and ambitious team, with the opportunity to develop your career and be instrumental in shaping our company's future.

A work-life balance is so important to us and it's one of the reasons we are choosing to grow our team in the South West. Not only does it offer stunning beaches, countryside and a colourful metropolitan lifestyle, it's also a thriving, and ever growing tech hub. We're really proud of our company culture – it's a place where you can inspire, be inspired and really make a difference.

OTHER BENEFITS OF WORKING FOR VUALTO:

- Company pension
- Childcare vouchers
- Generous holiday package
- Perkbox membership
- Salary sacrifice bike scheme
- Flexible working hours and break times
- Relaxed dress code

LOCATION:

This role can be based in our central Plymouth office.

