

OPPORTUNITY: SOFTWARE SUPPORT ENGINEER
SHIFTS INCL. DAYS & NIGHTS (PLYMOUTH)

If you are looking for a 'Software Support Engineer' role in the South West, with the chance to support cutting edge technology for industry leading clients, this could be just what you are looking for!

ABOUT THE ROLE

The support team is expanding to create 2 new positions for support engineers on the 24/7 network operations centre. Alternating shift patterns 6am-2pm | 2pm-10pm | 10pm-6am. There will be some lone working on the evening and weekend shifts, but you will have contact numbers for the escalation team. This role will provide technical support for clients in the broadcast and media/entertainment industry, the successful candidate will join the VUALTO technical support team and report to the department Manager.

AS SOFTWARE SUPPORT ENGINEER YOU WILL:

- Act as first/second line support for our clients, taking in support calls and managing these through the help desk.
- Providing initial triage on support issues, fixing those where possible and passing others on to the relevant teams.
- Ensuring that all issues and resolutions are logged in the help desk.
- Liaising with clients to support cloud-based video streaming solutions.
- Monitoring of key client systems.
- Use of server monitoring using tools such as Zabbix and CloudWatch.
- Attending support review meetings with key clients.
- Provide training / documentation to other operational staff who will support these clients.
- Share best practices identified in daily work with members of other teams.

REQUIRED SKILLS:

- Prior experience of cloud-based infrastructure and software support.
- 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.
- 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 40 people over the past 6 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 is based in our central Plymouth office.

