

## OPPORTUNITY: APPRENTICE NETWORK OPERATIONS CENTRE (NOC) ENGINEER PLYMOUTH

**‘Apprentice NOC Engineer’ role in the Plymouth office, to support our Broadcast Industry clients. Get involved with the latest video streaming and web technology.**

### ABOUT THE ROLE

The Client Services team has a vacancy for an Apprentice NOC Engineer. This role will provide active monitoring and technical support for clients in the broadcast and media/entertainment industry. The successful candidate will join the VUALTO NOC team and report to the NOC Manager.

### AS AN APPRENTICE NOC ENGINEER YOU WILL:

- Depending on experience you will join as either an Infrastructure Technician L3 or Network Engineer L4 apprenticeship.
- Shifts: 6am-2pm/2pm-10pm/10pm-6am. Block of 5 shifts on and then 3 or 4 off. Some lone working required (safeguarding in place).
- Provide 24/7 active monitoring of client’s servers and video streams.
- Act as first 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.
- Liaising with clients to support cloud based video streaming solutions.
- Provide training / documentation to other operational staff who will support these clients.

- Share best practices identified in daily work with members of other teams.
- Join regular internal training sessions.
- Assist other technical teams when required.

### REQUIRED SKILLS:

- Excellent customer service skills.
- Highly driven, organised and a logical thinker.
- Enthusiastic character with the ability to be friendly and calm with clients.
- Willing to jump in on any problem as it emerges.
- You will need a strong ability to use your own initiative and be a team player.
- Passion and proven interest in technology.
- 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 8 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
- MEDICASH
- Salary sacrifice bike scheme
- Flexible working hours and break times
- Relaxed dress code

## **LOCATION:**

This role can be based in our central Plymouth office.

