



System Support Technician

Job Description:

Visible World is the industry leader in addressable and advanced TV advertising. Our suite of services enables advertisers, agencies, and media companies to deliver addressable, interactive, and measurable ads. We offer a web-based campaign management tool, the Conductor, which enables advertisers to directly automate data-driven TV ad targeting. The Visible World Conductor is a sophisticated solution that facilitates deeper segmentation of TV ads and using this technology, Visible World brings the targeting precision and intelligence of online advertising to TV.

The System Support Technician will help maintain our network of deployed servers (Gateways), which are installed in all major cable markets throughout the country. This position will be managed out of our Control Center in New York City. The ideal candidate will (under limited supervision) provide superior technical support for our Gateway servers to ensure no interruption of service for all VW products. The successful candidate will be a team player who can successfully manage both the client support and technical aspects of the business.

Responsibilities:

- Provide first level technical support for all VW products that are deployed with Cable companies (MSOs) or other network operators
- Proactively monitor all VW products that are deployed with Cable companies, with the goal of identifying and resolving issues before they become client-facing
- Work with VW Engineering to coordinate fixes or more detailed trouble shooting
- Perform new installations, and periodic hardware and/or software upgrades when required
- Light travel will be required for period installations and customer support

Requirements:

- Bachelor's Degree (BS preferred)
- Experience with providing technical support for complex, networked software systems
- Must have experience with Cable (ad-insertion) infrastructure, such as:
 - SeaChange Spot System
 - ARRIS HQ System
 - Ad splicers and other video equipment
- Technical skills:
 - Networking: familiar with HTTP, FTP, SSH and VPN client software, as well as the ability to trouble shoot networking issues (latencies, connectivity to remote servers, etc.)
 - Operating Systems: hands-on experience with Windows as well as Linux, this includes the ability to write simple scripts
 - Databases: hands-on experience with relational databases (SQL Server 2005 and MySQL), this includes the ability to write simple SQL queries
 - Experience with digital audio and video formats (such as MPEG)
 - Experience with JIRA, or other issue tracking system
 - General: MS Office
- Good organization skills (both for self as well as for others)
- Solid written and oral communication skills and is extremely disciplined, thorough and detail-oriented
- Works well under pressure and has the ability to multi-task