

Job Vacancy:Support Manager

Reporting To:Operations Director

Package: Attractive

Location:London (UK) with international travel

About MirriAd Limited

MirriAd's patented technology and integrated service digitally embeds advertising into videos, which range from user generated content to studio quality productions. The result is advertisers have the opportunity to link their brands in context with the video content and viewers can enjoy the content with their experience enhanced or uninterrupted as brands and images are placed into video streams to look as though they were always there.

MirriAd is the first and only company that has the ability to embed advertising, words, images and interactive hyperlinks cost-effectively, in small and large volume digital content and to a high quality on any platform using its proprietary ZoneSense™, technology.

For more information: www.mirriad.com

The Position

The role is to support internal staff and external customers in the deployment and day-to-day use of technology . MirriAd has developed an on-line web based workflow system called 'AdBroker' that allows videos to be submitted by content owners, brands or agencies to view these videos with treatment suggestions, upload brand images and approve videos on-line with embedded advertising.

The successful candidate will be required to support a business development team in sales meetings and establish FTP, secure FTP and AdBroker accounts for customers. They will also be required to provide first line support to customers wanting to do business with MirriAd for which detailed knowledge of video formats and standards as well as Microsoft, FTP and web configuration will be required.

The ideal candidate will already have worked in technical capacity in a video production facility and be experienced in dealing with different video formats, compression, digitization, codecs and storage; as such knowledge is key to supporting the sales process.

Mandatory Requirements:

Knowledge of using web based workflow tools including configuration of user accounts

Knowledge of supporting file transfer between sites and customers, using software based on FTP or SFTP.

An understanding of video formats, codecs and compressions

Experience of working in a workflow and/or process driven environment

An ability to deal with customers on the phone and face to face

Experience in supporting a sales / business development team technically

Willingness to travel anywhere in the world at short notice – substantial travel is expected

Flexibility in work hours and locations

The following experience would be beneficial:

Microsoft Office applications including Outlook

Any file transfer package (FTP) such as Filezilla, Fetch

Any web based workflow tool including configuration of accounts

Fault tracking or customer relationship package such as Heat, Goldmine, Remedy

Experience in high bandwidth networking and large file transfers (e.g. Sohonet)

Experience in administrating systems for account creation and modification

Experience in training users on PC and browser based applications

Location

Central London

How to Apply

Please submit a CV and cover letter to MirriAd either by post or email (addresses available on web site “contact us”) saying why you believe you are the right person.