

POSITION TITLE: TECHNICAL SUPPORT SPECIALIST

LOCATION: LONDON, UK

About the Opportunity

Working as part of the UK based Technical Support team, you will be tackling customer support related issues/tickets from multiple teams across EMEA. You will be the point of escalation on all product and client issues that cannot be resolved by tier 1 teams including Technical Account Management and Media Support. Working via a helpdesk, you will be responsible for meeting SLAs and providing best in class product support to all teams working operationally within Videology EMEA.

Supporting satellite offices in France and Spain, as well as remote emerging market leads, you will work alongside US and APAC Platform Support teams to contribute to Videology's 24/7 coverage of platform support and issue resolution.

Job Responsibilities

- Providing world class customer service; communicating in a proactive, consistent and informative manner
- Troubleshooting, resolving & escalating platform issues
- Working within operationally defined SLAs
- Central point of contact for Client facing and Technology teams
- Cross functional with Product Manager EMEA role to keep track and deliverables on all platform bugs
- Offering next level training to tier 1 teams to offset common issues and increase product awareness
- Keep abreast of all product releases and changes
- Proactive reporting of issue types with a view to removing any obstacles or barrier of work
- Utilizing debugging technologies to troubleshoot issues with Videology's platforms and partners
- Tracking issues through to resolution and clean communication of timelines and status

Minimum Qualifications

- Excellent problem solving skills and demonstrated multi-tasking abilities
- Robust analytical abilities and quantitative skills
- Excellent communication skills in a technical environment
- Experience working with a support ticketing system or bug triage system
- Experience with one or more ad-serving platforms
- Deep understanding of online advertising and internet technologies
- Strong technical aptitude for new and emerging technologies

Preferred Qualifications

- Bachelor or Masters level degree desired. Preferably in analytical fields including Engineering, Economics, Mathematics, Computer Science...
- 3+ years of experience in a technical support role
- 2+ years of ad-serving/DSP/SSP detail and understanding of digital marketing
- Good understanding of XML and JSON, Javascript, HTML
- Knowledge of iOS, Android and HTML5 platforms
- Experience with online third party solution/ad tag providers (DoubleClick, Mediamind, etc)
- Experience working in a product scrum environment

Resume Submission

Please submit your resume to careers@videologygroup.com and denote the position title and location of the job you are applying for in the email subject line.