

Sportstech Technical Support Analyst

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Company: Genius Sports

Location: Medellín

Category: computer-and-mathematical

A bit about us

Do you want to join one of the world's fastest growing sports technology companies?

About the role

You will be part of a technical team helping support end users, data partners, and First Line Support team members with inquiries of various levels of difficulty for systems used by some of the most prominent sports leagues in the United States. Provide advanced technical assistance and training for software, hardware, API data feed usage. Critical thinking, advanced troubleshooting skills, and a superior customer service approach will be crucial to the team's success.

Main responsibilities

Provide support to internal or external end users and data partners for inquiries where the product is highly technical or sophisticated in nature

Review data feed integration inquiries using all internal tools available and working closely with all relevant teams until a resolution is reached

Respond to questions and issues where First Line product support has not isolated a fix for users or data partners

Provide technical training to First Line team to improve software or hardware troubleshooting techniques

Ensure all inquiries are logged in the applicable ticket system and properly summarized

with issue and resolution steps

Adhere to technical metrics and relevant SLA's

Escalate issues as appropriate and work with the development team to address issues within the relevant SLA's

Create, implement, and maintain process and knowledge management documents across relevant systems

Work with data partners to guide and ensure optimal connectivity to our data feeds

Collaborate with all internal stakeholders on new feature requests or bug fixes including identifying requirements and pre/post deployment testing

Provide on site assistance for special events as required or needed

Adhere to technical metrics ensuring that SLA's are met

Required skills

Previous first or second line helpdesk experience troubleshooting software, hardware, network, or API issues

Exceptional understanding of Windows OS, LAN/WAN connectivity, applications, hardware

Working knowledge of all US sports including but not limited to Football, Basketball, Ice Hockey, Soccer, Volleyball, and Baseball

Advanced troubleshooting and critical thinking skills to identify root cause, workarounds when applicable, and proper resolution

Flexibility to work in shifts covering daytime, evenings, weekend, and holiday hours as needed

Energetic, supportive, and collaborative team-oriented

Strong client-facing and communication skills (both written and verbal) in English

Basic System monitoring experience

High level of time management skills, organizing capabilities, and attention to detail

Working knowledge of API's

Basic understanding of scripting (Powershell especially a +)

Desirable Skills

Experience with Graphite and Graylog monitoring tools

Experience with ServiceNow or Freshdesk

Exposure to Atlassian tools

Understanding of data structure, functionality, design

Required Experience

A high school diploma with technical training

2+ years of prior Technical Support experience

Desired Experience

BS degree in Information Technology, Computer Science or equivalent

What's in it for you?

As well as a competitive salary and annual leave allowance, our benefits include health insurance, skills training and much more, depending on the location. We also offer a host of softer benefits, including many social events throughout the year such as summer and winter holiday parties, monthly team building events, sports tournaments, charity days and wellbeing activities.

How we work

We have adapted a forward-thinking 'Ways of Working' framework, which sets out (amongst other things) the opportunities for Geniuses to work flexibly, remotely and on working holidays. It affects different teams and locations differently, so please ask for further information in how it would work with this role.

Our employees are empowered to stretch the boundaries of what's achievable, always reaching further and pushing the edges to see what gives. We collaborate, we innovate, and we celebrate. We will continue to grow as an organisation and continue to invest in our highly talented and diverse team of Geniuses.

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