

Streaming Media Analyst

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Company: TelevisaUnivision

Location: Bogotá

Category: arts-design-entertainment-sports-and-media

Content Management (DCO) at TelevisaUnivision is looking for a **Streaming Media Analyst** to join our team!

We are seeking a talented Stream Media Analyst based in Colombia, proficient in digital content operation and streaming systems, knowledgeable in live event stream, detail-oriented, strong communication skills, and tech-savvy. This individual's focus would include must work in a team with other Analysts to monitor and maintain a busy live broadcast/streaming platform. Maintaining quality control is mission critical monitoring multiple sporting and entertainment events for ViX, Univision, Televisa and third-party partners in the distribution chain, facilitating live streaming ability to identify problems with streams, troubleshoot, and report for higher level support.

The operating procedures must be followed for effective results in completing all media stream processing making it to the corporate and 3rd party platforms based on the business distribution requirements. The Stream Media Analyst provide tier 1 and tier 2 technical support for Media Content Platform (MCP), CMS, Live Streaming, live events and digital products on multiple platforms plus other tools that are used in the digital syndication and publishing process for distribution.

Other responsibilities include creating incident tickets for reported issues and in some cases managing the solution. Creating, assigning, and managing of incident tickets, developer communication of maintenance and new application features to the user community, identify issues live stream and video issues on web and apps, identify new technologies and tools to support and improve operations. The Stream Media Analyst must have IT systems

administration, media experience and familiarity with digital media / content distribution methods and support experience in media and content operations.

ABOUT YOU:

The successful candidate will be a strategic and creative thinker, a self-starter, process oriented, team player, effective in resolving daily operational workflows, and a collaborator; willing to learn and share ideas. Must be flexible on the schedule, be willing to work nights and weekends as well as holidays with a rotating shifts schedule.

YOUR DAY-DAY:

Monitor and ensure quality control for a very busy sports steaming department. Provide full support for Live streaming events and content distribution for MVPD. Provide support for live streaming for local and remote events.

Support the ongoing daily operations of publishing and syndication services including MCP infrastructure, Digital Content Delivery, and transport, Interactive Audio/Video services, Content Syndication, Content Publishing, Live Streaming and distribution. This involves providing client facing support and system maintenance including monitoring, reporting, and troubleshooting all issues.

Provide Level 1 & 2 support to technical and non-technical teams.

Provide root cause analysis, create improvement plan to prevent future occurrence of production issues.

Works closely with development teams to ensure proper integration and compliance of publishing and syndication systems, troubleshoot issues, create tickets in Jira, and follow up with developers and vendors to ensure tickets are closed.

Designs, implements, coordinates and document content workflows.

Monitors incident tracking system for timely resolution of critical issues. Ensures service levels are met.

Works with vendors to ensure operational objectives are being met. Works to resolve bugs, implements improvements, and adds new features as required.

Ensures that all implementations are in line with company policies and that proper care is taken to ensure the security and reliability of publishing and syndication systems.

YOU HAVE:

Education: Technical or college degree preferred.

Work Experience: 3-5 years in an IT profession or other publishing operational environment; emphasis content delivery environment a plus.

Technical Skills: Computer networking, Video and Multimedia knowledge, codecs, and video formats.

Excellent interpersonal and communications skills; Ability to explain technical topics to non-technical departments and customers.

Team oriented, proactive approach to problem-solving with customer service oriented.

Display personal flexibility to achieve business goals.

Strong analytical skills, detail-oriented, accurate, organized.

Ability to prioritize and track work from many sources and multitask.

Ability to work both independently and as part of a team and know when to do each.

Bilingual a plus (English and Spanish)

OUR BENEFITS:

TelevisaUnivision believes that a happy, well-balanced employee is what makes our culture thrive. We offer a wide selection of perks and benefits including PTO; wellness and employee support programs; and other insurance plans. This is all in addition to our comprehensive and competitive health benefits package featuring medical, dental and vision coverage options.

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