

Streaming Technical Support Analyst

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Company: Genius Sports

Location: Medellín

Category: computer-and-mathematical

The Role

The **Streaming Technical Support Analyst** role is to provide immediate assistance to our clients and partners for Genius Sports Live Video Streaming Product. The Streaming Support Analyst will provide high-level client service and seamless problem-solving skills. You will be in a close relationship with our other offices around the world and with other departments in Vilnius/Medellin. Our daily tasks consist of monitoring, investigating, reporting queries from internal and external teams with the help of multiple internal and external applications. It also includes collaborating with multiple teams across the company from both technical and support point of view. Each day is different, you'll be communicating with a number of different nationalities and facing challenging tasks on a regular basis. The position offers an exciting opportunity to work and learn in a friendly environment alongside dedicated and knowledgeable colleagues. The role is a perfect match for individuals who are passionate about sports, quick learners, speak good English, willing to do flexible hours, comfortable with multitasking and enjoy solving problems. **Core Responsibilities**

Open to working with flexible hours including weekends

Handling of all streaming live support requests escalated by First Line

Understanding the query and performing troubleshooting of all the live and no live streams (Analytical skills)

Escalating queries to relevant teams as required in timely manner

Assisting with providing daily reports

Set Up, Checks and monitoring of Live matches

Communicating to clients, 3rdparty providers and staff through Skype and internal suite of products

Ability to understand and manage issues related to Product and Betting components

Requirements

Quick learner

Very good written and spoken English

Strong problem solving skills

Responsible and dedicated

Strong attention to detail

Customer support/service experience. Preferable technical support but not excluding.

Being able to juggle multiple demands and prioritize work (Multitasking)

Being self-managed and well organized

Knowledge/experience with modern IT solutions – Preferable, not excluding.

Familiarity with query languages.

Ability to use Freshdesk/Atlassian suite of products, JIRA, Confluence.

Personal Characteristics

A passion for sports (Including but not limited to Football, Volleyball and Basketball)

People person, ability to work within a team environment including staff located globally

A commitment to provide high level support

Detail oriented and well-organized

Driven to constantly exceed personal and team targets

Adaptable and flexible

Excellent decision-making skills

Proactive in problem solving situations

Tech savvy

Eager to Learn

We Offer

As well as a competitive salary and annual leave allowance, our benefits include health insurance, skills training and much more, depending on 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.

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