

Job Description

Job Title: StudioNow Associate Producer, Self Service Events and Content Technical Support

FLSA Status: Full Time/Exempt

Department: Engineering

Reports To: Reed Tomlinson, Director of Engineering

Location: StudioNow Headquarters in Green Hills, TN

Start Date: As Soon As Possible

Summary:

StudioNow is looking for a client facing technical support team member to join our engineering team. In this role, you will be interacting with clients to help solve any technical issues. Candidate must be client friendly, able to communicate in a friendly and professional manner, and enjoys helping others solve problems.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Actively interact with clients to fully understand potential issues and help set expectations.
- Leverage and drive client usage of self-service client technology and StudioNow technology platforms.
- Field tech support requests for all self-service client technology, full-service webcasts and StudioNow platform usage
- Field training requests for webcasting
- Create small digestible pieces of specific documentation to promote adoption on utilization of platforms
- Ensure all team members and users are up to date on new features, and coordinate between Client, Third Parties and StudioNow regarding any technology changes.
- Carry out feature specific trainings on significant releases
- Create client specific documentation around new features
- Help onboard new users, gathering requirements and relevant user information
- Perform demos of Client, Third Party and StudioNow platforms

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- Answer client questions about workflows and settings and offer recommendations on workflows best suited to project work
- Keep documentation and training materials up to date
- Communicate client concerns and requests to appropriate client team members
- Lay appropriate groundwork for trainings, i.e. understanding teams and workflows
- Monitor incoming self-service projects
- Proactively build relationships with new users from a support perspective
- Resolve elevated/prolonged customer service/production issues.

Qualifications:

To perform this job successfully, an individual must have excellent client-facing demeanor, in person, written and oral communication skills. Candidate must have highly developed organizational skills with ability to pay close attention to details, and manage/deliver projects in a deadline driven environment. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Background in technology (developer, degree in computer science)
- 1-2 years or more of technical support experience.
- Knowledge of MySQL, encoding technologies
- High degree of proficiency on a computer

Language Ability:

Ability to read and respond to common inquiries or complaints from customers with an upbeat and positive attitude with a customer service mentality.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Supervisory Responsibilities:

This job does not have supervisory responsibilities.

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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 9am-5pm PST and must work 40 hours each week to maintain full-time status. Evening and weekend work may be required as job duties demand.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to be on the phone, sit, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Employee must be physically able to travel.

To Apply

Send resume and a note explaining why you are right for this job to Reed Tomlinson (rtomlinson@studionow.com).