

Support Engineer

SGL is a leader in the development of content archive and storage management software for the broadcast media and entertainment industries. We are currently looking to add to our Support Engineer team in the US. You will provide phone and remote support for our customers in a high-demand 24 x 7 environment as well as travel to customer sites to handle new installs and support issues.

Weekend and after-hours work will be required. Primary office locations include Cincinnati, OH and Miami, FL; other locations will be considered. Remote locations will require working from a home office. Primary duties include supporting, training and performing installations to our customer base in North, South and Latin America. The successful applicant should have both broadcast and IT experience and/or currently be working within the broadcast, production or post-production environments.

Essential experience/skills required:

- Excellent written and verbal bilingual communication skills in both English and Spanish.
- Strong IT background with a focus on server hardware, networking and Windows 2003-2008 server OSs.
- Ability and willingness to travel (approx 50% or more, with some international travel required; therefore a passport is essential).

Preferable experience/skills required:

- Strong background in broadcast media technology and workflows.
- Strong knowledge of or experience with MS SQL, or some familiarity with database-driven applications.
- Strong networking knowledge (prefer experience with SQL server cluster configurations).
- Familiarity and experience with a variety of remote access technologies (VPN, VNC, Remote Desktop, WebEx, GoToMyPC etc).
- Strong work management skills and ability to multitask.
- Strong customer support background (written and verbal).
- Experience with customer training in a 1-to-1 or small group environment.
- Experience working from home or providing phone based support.

Please reply with resume, salary history and salary requirements to Mr. Matt Faller, Director of Support, via email: matt@sglbroadcast.com