



Client Services Specialist - Los Angeles

Prime Focus Technologies' (PFT) Client Services Team, is where you can learn to assist media and entertainment professionals, using our cloud-based asset management system, through top-notch customer service, problem solving, and resourcefulness!

The key characteristics of an excellent Client Services Specialist include: tech-savvy, energetic, resourceful, self-driven, team-oriented, and hungry to learn. Additionally, a role in our services organization requires someone who is calm under pressure, quick thinking, fast learning, and has the ability to embrace and adapt to technological challenges in a constantly changing environment. If this opportunity suits you, please apply and get ready to learn in the fast lane!

Requirements:

- 2-3 years of experience working in a customer service, technical support, or account management role (Bonus points if within cloud technology and/or digital media asset management).
- Advanced knowledge troubleshooting Windows, Mac OS, and iOS devices.
- Advanced problem solving skills – Using a combination of technical aptitude, common sense, and resourcefulness you will aid media professionals in resolving everything from simple use cases to navigating through complex technical problems.
- Excellent verbal and written communication skills and the ability to develop and manage client relationships.
- Detail-oriented mindset and high-level of accuracy. Must be comfortable handling sensitive content and user data that is under a high-level of scrutiny and security.
- The ability to work in a very fast-paced environment.
- Our Client Services team provides 24x7x365 support. Must be comfortable with a rotating schedule and the ability to provide after hours and weekend support.

Responsibilities:

- Handle high-volume phone, email, and occasionally in-person cases.
- Troubleshoot and administrate individual users, productions, and studio accounts within tight timeframes.
- Track and document the workflows handled in our proprietary system.
- Work with internal and external clients across all levels of the organization effectively.
- Be self-driven to resolve simple issues for our clients, as well as quickly switch gears to apply an analytical approach to more difficult problems.
- Remain ahead of new technologies and software applications, particularly in areas of online video streaming, digital asset management, video codecs, and transcoding.



- Work alongside, contribute to, and interact with all facets of the company, including other employees within Client Services, Software Development, Sales, and Product Management to ensure that clients' needs are properly communicated across the organization.

Proficiency in any of the below products will give you major brownie points:

- DAX
- Alfresco
- Salesforce Desk
- Jira
- Confluence
- Zendesk
- Microsoft Excel (Or Google Sheets)
- Microsoft Word (Or Google Documents)

About Prime Focus Technologies (PFT)

Prime Focus Technologies (PFT) is the creator of Enterprise Resource Planning (ERP) software, CLEAR™ for the Media & Entertainment (M&E) industry. It offers broadcasters, studios, brands and service providers transformational solutions that help them lower their Total Cost of Operations (TCOP) by automating business processes around content and managing their business of content better.

PFT works with major M&E companies like Disney, 21st Century Fox-owned Star TV, Turner, PBS, Hearst, Warner Bros., CBS Television Studios, 20th Century Fox Television Studios, Lionsgate, Starz Media (a Lionsgate company), Showtime, A+E Networks, HBO, IFC Films, FX Networks, Miramax, CNBC Africa, TERN International, Sony Music, Google, YouTube, Novi Digital Hotstar, Amazon Prime, HOOQ, Viacom's Voot, Cricket Australia, BCCI, Indian Premier League and The Associated Press.

PFT is the technology subsidiary of Prime Focus, the global leader in M&E industry services.

For more information visit: www.primefocustechnologies.com