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Obsessed with Technology? Obsessed with the TV & Film Production Industry? We need your expertise in the Cloud!

## **Digital Media Asset Management Client Services Coordinator (Los, Angeles, CA)**

You love technology. You love the TV and film business. So, why not put yourself in the middle of it all on Prime Focus Technologies' (PFT) Client Service Team, where you can help Hollywood production professionals do their work! You can't go to the movie theater or turn on your TV without one of the PFT platforms supporting the finished product, whether it be a full-length motion picture or a 30-minute reality show. PFT is the leading provider of targeted workflow and media asset management applications and services to companies that produce, distribute and license audio-visual and rich media content.

We are seeking a resourceful, independent, team-oriented and friendly Client Services Coordinator to join our team. The PFT Client Services team provides around-the-clock support to Hollywood's major entertainment companies. You will help to support our clients by assisting in developing, troubleshooting and training them on our powerful and exciting platform.

You will assess client requirements with creativity and innovation in mind, and then plan and execute their implementations within our platforms. A role in our services organization requires quick thinking, fast learning and the ability to embrace and adapt to changing situations without pause.

In one of your back pockets, bring your analytical approach to problem solving. And in the other one, bring your previous experience working directly with clients of all types and skill levels. You will be responsible for phone, email and in-person troubleshooting, client support, and technical administration of users and accounts. You will contribute to technical documentation, test plans, and training materials related to client support.

You will work alongside and interact with all facets of the brilliant PFT organization, those in your department as well as with members of the software development, sales, and product management teams.

In a nutshell, what we are looking for:

- Help to support our clients by troubleshooting, implementing, and training using our media asset management and video streaming platform.
- Your mastery in areas of online streaming media, video codecs and transcoding will come in handy every day across Windows, Mac and mobile app platforms.
- Contribute to technical documentation, test plans, and training materials related to client support. A role in our services organization requires quick thinking, fast learning and the ability to embrace and adapt to changing situations without pause.
  
- Work alongside and interact with all facets of the Company, those in your department as well as with members of the software development, sales, and product



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management teams to ensure that the client feedback and needs you assess are properly communicated across the organization.

### Requirements:

- Great communication skills - must be personable and good on the telephone and have the ability to develop and manage client relationships.
- Comfortable with and have the ability to provide technical support on Windows, Mac OS and iOS Mobile. Our clients use both operating systems as well as mobile apps and need to be supported on all equally.
- ABOVE AVERAGE computer skills, you can learn new applications very easily.
- Afterhours/Weekend Support.
- Ability to work in a very fast-paced environment.

**If you're up to the challenge, send us a copy of your resume with a half page write-up of your most significant accomplishments. We believe your accomplishments are much more important than your resume. We will read the half-page write-up first so please keep this in mind when submitting.**

### About Prime Focus Technologies (PFT)

Prime Focus Technologies is the technology subsidiary of Prime Focus, the global leader in media and entertainment industry services. PFT brings together a unique blend of Media and IT skills backed by a deep understanding of the global media and entertainment industry.

CLEAR™, our award-winning Hybrid Cloud-enabled Media ERP Suite and Cloud Media Services help broadcasters, studios, brands, sports and digital organizations drive creative enablement, enhance ecosystem efficiencies and sustainability, reduce cost and realize new monetization opportunities.

PFT works with major M&E companies like Disney, Warner Bros., 21st Century Fox-owned Star TV, Zee TV, Warner Bros. Television Studios, CBS Television Studios, 20th Century Fox Television Studios, FX Networks, Crown Media Holdings, Legendary Pictures, Starz Media, Lionsgate, A&E TV Network, HBO, Mnet, CNBC Africa, SABC, IFC, Hooq, Sony Music, Viacom 18, Showtime, Miramax, Cricket Australia, BCCI, Indian Premiere League, Hindustan Unilever Limited and The Associated Press.

Prime Focus' worldwide network of studios and WorldSourcing® model supported by a Global Digital Pipeline allows PFT to offer customers transformational solutions that help them virtualize business processes around content and manage the business of content better.

In 2014, PFT acquired DAX, the creators of the Primetime Emmy® Award winning Digital Dailies® and Academy® Award winning Lowry Digital.

Prime Focus is listed on the NSE and BSE in India. For more information visit:

[www.primefocustechnologies.com](http://www.primefocustechnologies.com)