



Job Title: Implementation Consultant / Video Specialist
Department: Professional Services Group
Location: Toronto

Position Overview

As an Implementation Consultant / Video Specialist, you are responsible for customer deployment of North Plains' market-leading digital asset management (DAM) software, with special emphasis on video-oriented deployments.

The IC role requires broad knowledge of operating systems, hardware, networking, video production tools, and databases. A candidate should be capable of trouble shooting problems and providing solutions to issues in complex IT environments.

Essential Job Functions

- Install and configure North Plains software
- Provide functional and technical training on North Plains software
- Work with client personnel to identify system requirements
- Estimate customer hardware and OS requirements for project implementations
- Configure transcoding scripts (FlipFactory)
- Implement data migration and integration with client legacy systems
- Communicate needed changes to project team and product engineering
- Work to meet project schedules and deadlines
- Document installations and configurations of North Plains Software
- Consistently delight customers by meeting or exceeding expectations
- Interpret functional specifications to create technical solutions
- Manage Client expectations

Requirements

- I.T. professional with a minimum of 5 years experience in Information Systems in a combination of consulting and systems implementation roles
- Minimum of 3 years prior experience as a implementation consultant, preferably with either a big-5 consulting firm or with a large scale hardware/software vendor
- Deep understanding of:
 - Video production workflows including ingest, transcoding and post production
 - Editing systems including Avid and Final Cut
 - Tape-to-file workflows
- Demonstrated technical skills with Database functional rules
- Proficient with Windows, Mac, Solaris and Linux environments
- Adept with Apache and IIS
- Knowledgeable about network infrastructures and protocols such as TCP/IP, HTTP, IIOP, ODBC and JDBC

- Strong analytical skills with ability to trouble shoot and identify issues
- Ability to travel 50-75% of the time
- Self-motivated and able to work with limited supervision
- Ability to thrive in a fast-paced, dynamic and entrepreneurial environment
- Experience providing end-user training
- Experience with Digital Asset Management as used in Video or Publishing
- B. Sc in computer science or equivalent experience

Other Skills/Abilities

- Proficient writing and speaking English
- Ability to Travel (up to 75%)
- Familiarity with media production (press, print, and video)
- Experience in Web Programming
- Programming skills in C/C++ would be an asset

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.