



Webcast Support Technician (Junior)

Location: South Surrey, BC

Part-time Position: 8 to 20 hours per week

Yare Media is a streaming company delivering digital platform solutions and service for sports, entertainment and enterprise organizations. We have an immediate need for a junior live webcast support technician. This part-time position is a perfect opportunity to gain entry-level experience in the exciting, fast-paced world of multi-media distribution. The Webcast Support Technician is responsible for encoding and monitoring live video events, supporting end-consumers, and posting archive events. Shifts are typically 4 to 7 hours.

Job Requirements / Responsibilities

- Initiating and/or monitoring live event encoding processes.
- Testing video sources prior to streaming of live events; test archives after live event concludes.
- Working with IT staff on the maintenance of the webcast control room. Work with IT to install and maintain production and post-production hardware and software as required. Stay current with webcasting technologies. Test regular improvements in the digital media production environment.
- Actively participate in the production of live webcasts, following established processes and checklists. Take responsibility for the quality of the final product following approved procedures, keeping records, actively solving problems, documenting solutions, and improving procedures.
- Follows defined checklists for event preparation, including but not limited to: confirming video signal acquisition, ensuring live events are posted on the website, setting up equipment (encoders and production software), providing basic webcast technical support which may include diagnosing and troubleshooting web browsers, bandwidth, and other internet-related issues for end consumers.
- Perform additional duties and projects identified by the Director, Webcasting Operations, and/or senior management as required.

Desired Qualifications

- Experience in live internet video production and delivery.
- Knowledge of current webcast and social media technology.
- An understanding of the dynamics and pressures of live programming, including the need adherence to set procedures, flexible work hours as necessary to accommodate global webcast events, quick thinking and calm problem solving, and a desire to produce a consistent internet video service of the highest quality.
- Knows and can quickly and calmly apply contingency plans for dealing with common problems that can occur during a webcast.
- Knowledge of video editing programs and audio/video codecs.
- Able to prioritize multiple simultaneous projects and complete within deadlines.
- Must be a flexible team player who can easily work with peers to be a lead technician for some events and a support technician on other events.
- Must have strong communication and interpersonal skills and be comfortable working/communicating with senior level management
- Superior customer service skills.
- Ability to calmly work under pressure.
- Strong Internet and Web technical skills.



Salary:

- \$11.50 / hour - \$16.00 / hour commensurate with experience.

Contact:

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