

## Field Engineer

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Company: Imagine Communications

Location: United Kingdom

Category: architecture-and-engineering

### Overview

Every day, Imagine Communications is delivering billions of media moments all over the world — anywhere, anytime and on any device. Imagine Communications delivers innovative, end-to-end media software and networking solutions to over 3,000 customers in more than 185 countries, including the top broadcast facilities and the most technologically advanced sports and live-event venues.

### Why Imagine?

Imagine is reinforcing his position on the Broadcast and Channels TV industries with the latest technologies. The company which operates from more 20 years in the market, continue to develop experience and solution. Partner of big worldwide TV groups (> 100 channels) and partner of local and innovant single Channel TV. Imagine offer the possibility to discover the traditional TV and latest Broadcast technologies in different contexts over the world.

### A Bit About The Role

Installation & support of Imagine solutions

Automation/Video Servers, Channel in the box, MAM, Graphics, Gateways solutions

Setup with traditional SDI and new solutions 2110, 2022/6, TS, HDR, JpegXS, dockers, hybrid system

Get in touch with product lines and R&D to improve solutions and answer customer needs

Support on large and innovative projects during implementation & continuing support during live migration

Travel to different countries to support & manage key customers based in West Europe and Africa

Support sales for any potential future opportunities

Deliver on site and remote services

The role is based in West Europe, there are offices in London and in Paris. Possibility to work remotely.

### **Technical Commissioning and Training:**

Provide on-site installation of equipment and secure its operation

Deliver basic operation and maintenance training to customers

Provide troubleshooting of assigned equipment at the customer site

Provide alternative solutions to customer issues where the current solution does not meet customers' expectations

Produce simulations of customer-reported problems and test various alternatives and options to arrive at a resolution to the problem

Interface effectively with other departments to resolve on-site customer issues

Follow-up with customers to ensure issues are adequately resolved

Act as an advocate for both the company and the customer

Arrange for module exchange or factory repair of customer product

Complete expense and field trip reports timely and accurately

### **Technical Product Support:**

Resolve customer product/System issues following defined support processes

Arrange for module exchange or repair of customer product

Enter service calls and associated activities into CRM system accurately and in a timely manner

Escalate more complex technical issues through the appropriate system

Support e-service tools such as customer queries and repair

### **About You**

Engineering or Bachelor's degree

Good Communication Skills (Written and spoken English)

Experience with Broadcast & Playout Technologies (ideally minimum 5 Years)

Deep and thorough knowledge with hands-on experience with Automation/Playout/Graphics/MAM/Newsroom/Infrastructure workflow (preference for candidates familiar with Imagine products & Services)

Understanding of Service based architecture

Positive, professional attitude with ability to work independently as well as support for team members when required

Available to travel (mainly in West Europe and Africa but could be over the world too) with ability to work remotely

### **What does our team say?**

“Working in Professional Services has made me see the result of improving quality for Customer satisfaction which in turn benefits Imagine as a company as well as customers. Working at Imagine has allowed me to implement changes to processes and see how I can make a real impact in my role. The atmosphere is friendly where teams collaborate and work well together.”

The team is collaborative, shared experience over the world, and supports each other.

### **Celebrating difference, together stronger**

At Imagine Communications, we don't just accept difference — we celebrate it, we support it, and we thrive on it for the benefit of our customers, our employees, our products, and our communities. We are committed to providing an environment of mutual respect.

Imagine Communications is proud to be an equal opportunity workplace and is an

affirmative action employer.

## Options

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