

## **PodASS Operations Analyst**

### **Overview**

Capsule Media is seeking a PodASS Operations Analyst to join our PodASS division ([www.podass.com](http://www.podass.com)). This position reports to Chief Technology Officer.

This position is based in Toronto, ON, Canada.

### **Duties & Responsibilities**

- Support Capsule Media's IT network and PodASS integration. Provide support to end-users for either PC, applications, or hardware.
- Tackle networking issues.
- Providing End User support for troubleshooting pods hardware, software, setup and integration.
- Be a thoughtful technical voice and support your company regarding all aspects of IT requests & questions.
- Setup and delivery of Pods
- Updating Pods software and services

### **Experience**

- Related experience and/or training considered as well as a combination of education and experience.

### **Qualifications**

- Full understanding of Windows OS and Mac OS as an Administrator.
- Windows Server Active Directory and DNS.
- Basic Linux skills.
- Able to trouble shoot any system issues with any OS.
- Understand FTP, Email, Media Shuttle, Aspera, and FileCataylist.
- Windows, Mac Networking.
- Basic understanding Avid, Final-Cut Pro and Premiere.
- Basic understanding of DaVinci Resolve.
- Strong ability to balance business needs and a sense of urgency.
- Ability to oversee a variety of IT systems.
- Knowledge of A/V, physical access management and other office-related technologies.
- Some knowledge of network and IT security. Networking & WiFi configuration and debugging.
- Ability to identify, prioritize, and escalate issues appropriately.

**Schedule:**

- Monday to Friday
- Overtime

**Work Location: One location and occasionally on-site when required.**