



Live Video Operations Manager

Location: Los Angeles, CA

To apply please send your resume, with **email subject of Ops Manager 2019**, to careers@telescope.tv

Job Description

Live Video Operations Manager reports to the Director of Product and is responsible for managing operations of the live video events, including working with clients in all phases of the engagement, coordinating with product teams and internal teams, and overseeing technical event preparation and on-site execution. The role involves consulting with the video production teams, advising on technical streaming solutions, and representing Telescope on-site as the technical streaming lead. Live Video Operations Manager will also work with long term licensed clients utilizing the Telescope streaming platform. The role will work daily with social media platforms including Facebook, Twitter, Instagram and YouTube. The ideal candidate has the experience with video streaming operations and broadcast production, is customer facing, has a strong attention to detail, and a positive can-do attitude. Telescope is a small company which is growing rapidly with huge growth potential for skills and projects.

Skills & Requirements

Minimum Qualifications

- 2+ years in a live event environment and video streaming or broadcast production
- Working knowledge and expertise of common media industry practices and how cutting-edge technology can be utilized to deliver innovative products
- Familiarity with a variety of hardware and software video encoding tools such as Teradek, Wirecast, vMix, OBS, Wowza, AWS Media Services, etc.
- Working knowledge of common video encoding workflows
- Should be able to speak to h.264 settings, RTMP vs HLS delivery, keyframe intervals
- Knowledge of technical event support system architectures including but not limited to studio control rooms, broadcast trucks, satellite feeds
- Knowledge in social media platforms - including but not limited to Facebook, Twitter, Instagram and Youtube - as well as following new developments in the social space
- Creativity with the ability to define an engaging user experience
- Client exposure and experience with managing client expectations
- Experience dealing with quick turnarounds and problem solving
- Ability to multitask in an organized fashion, working on multiple projects in various stages at once
- Ability to communicate complex concepts concisely and efficiently
- Passion for and knowledge of interactive technology platforms and social streaming
- Excellent verbal, written, presentation skills, and strong attention to detail



Responsibilities

- Manage all aspects of assigned projects, working with designated clients and provide technical direction for the planning, scheduling, and delivery of streaming
- Work with clients during all phases of the engagement, from project inception to post event follow-up
- Support internal sales teams by suggesting technical workflows on video solutions
- Support internal product team by communicating with developers about Telescope's live streaming product
- Work with external and partner engineering teams to solve issues and create new workflows
- Troubleshoot systems and work with company teams to maintain product integrity
- Ability to be on call when necessary for live shows and events
- Ability to support client issues from an operations and technical perspective
- Develop working knowledge of in-house technology solutions
- Write technical documentation and statuses and reports
- Travel to support events will be required

Perks

- 16 paid days off per year
- Most national holidays paid per year
- Comprehensive medical, dental, vision insurance, and 401k match (up to 100% of 6%)
- Partially paid cell phone coverage
- Holiday parties for all employees
- Casual work attire

About Telescope

The work environment at Telescope is exciting, engaging, and constantly dynamic. We have major media clients who depend on us year over year to deliver amazing products and support their live TV vote shows. We also have close partnerships with social networks such as: Facebook, Twitter and Instagram to which we deliver fan engagement products.

Telescope Inc. has been responsible for the most successful television and live media participation shows in the last decade: *American Idol*, *The Voice*, *Dancing with the Stars*, *So You Think You Can Dance*, *AMA*, *VMA*. We also work with Coca Cola, NASA, Project Greenlight, and others.

Telescope Inc. is an equal opportunity employer which does **not** discriminate against: race, color, religion, national origin, age, sex, pregnancy, citizenship, familial status, disability, veterans, or any other protected class.

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