

Customer Support Engineer



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The Company

Smart software for creative people.

The Foundry is not just a technology maker or a software seller; we are here to empower artists and designers across the world by enhancing their creative potential. We seek to create a world where people can continually raise their creative potential and to champion creative people by developing tools, technologies and processes that empower them to bring their ideas to life, more quickly and effectively.

We believe in:

- Constantly challenging
- Always being approachable
- Committed partners
- Endless enthusiasm!

Our technology portfolio is as creative as it is technical, packed full of ground-breaking, award-winning techy goodness that will have even the most demanding organization salivating!

We are a little bit proud of what we achieve at The Foundry and want to take you on our journey with us.

Role Overview

This position requires someone with customer support or similar customer liaison experience in a busy environment and/or Visual Effects experience and a passion for problem solving.

Our customers are industry leading artists and technical directors from companies like Walt Disney, Warner Bros, Sony, Dreamworks and Pixar, with whom you will be communicating directly to troubleshoot real post-production environment problems. You will also be coordinating with our internal engineering teams during troubleshooting and may be required to help the engineers provide on-site support for customers.

We expect you to be a good team player, have good time management skills, enjoy working in a fast paced multitasking environment and be able to take instruction and direction from the Customer Support Manager.

This will be a very rewarding opportunity to work close alongside customers and engineers that use our creative 3D modelling, texturing & rendering MODO tools, within a very dynamic, collaborative and fast paced fun environment, where you will never find

Customer Support Engineer

it easy to get bored by the task at hand.

Duties & Responsibilities

- Analyse, test and troubleshoot support reports from customers
- Answer customer questions or reproduce bug reports for MODO and/or our other The Foundry products
- Provide solutions and investigate available workarounds or escalate tickets to support/engineering as needed.
- Manage relations with customers, prioritise issues accurately and keep customers up to date on the progress of any issues they have logged with us.
- Recognise and escalate difficult technical issues with the Customer Support Manager
- Prioritise both time and ongoing projects and keep the Customer Support Manager up to date on progress and deadlines.
- Summarise a problem and solution to customers or to create a Knowledge Base article
- Be passionate about Visual Effects and The Foundry products.
- Stay up to date on all The Foundry products and host systems to which The Foundry products are presently supported.
- Proactively stay up to date with new technologies that affect Foundry products and the Visual Effects industry.
- Any other ad hoc duties as required.

Required Skills

- A degree in Computer Science/Maths/Physics or Visual Effects related subject, or experience reflecting the requirements of the position.
- Good technical skills in any of the following applications: Modo, Autodesk Maya, Nuke, Katana, Mari and/or other 3D packages.
- Excellent communication and Written/Verbal English skills.
- Excellent customer service skills including telephone manner.
- Strong problem solving and troubleshooting skills.
- Good technical skills in at least one of the following operating systems: Windows, Linux or Mac OSX.
- Ability to explain technical concepts to technical and non-technical customers and staff.
- Well organised with the ability to prioritize work based on plans and objectives.
- Comfortable with shifting priorities.
- Ability to multitask and work with minimal supervision.
- High degree of attention to detail.

Customer Support Engineer

- Highly self-motivated and a good team player.
- Ability to take on special projects when requested.
- Sociable and adaptable in different environments.

Desired Skills

- Experience of Python and/or C++ programming languages
- 1+ year in a Customer Support or Customer Liaison related position.
- Experience working with a ticketing system like Zendesk or similar.
- Experience with licensing systems like RLM
- Experience logging bugs using systems like Target Process, Bugzilla or similar.
- Salesforce CRM experience.
- Quality Assurance experience
- Personal Attributes:
 - Passionate about Visual Effects, Games or other technical subjects
 - Eagerness to work in a fast paced and friendly environment with very passionate people
 - Willingness to share knowledge across the company's departments
 - Ability to handle disruptions and context switching in your daily tasks
 - Inquisitive thinking and the ability to decipher team challenges

Applying

If you meet the criteria, are eligible to work and are interested, please send your covering letter, CV, salary expectations and notice period to jobs@thefoundry.co.uk with the subject "Customer Support Engineer".

More About Us

The Foundry designs creative software technologies used to deliver remarkable visual effects and 3D content for the design, visualisation and entertainment industries. The Foundry's software advances the art and technology of visual experience in partnership with creative leaders across the globe. It enables clients like Pixar, Mercedes-Benz, Google, ILM, Weta Digital, Blizzard, The Moving Picture Company and Sony Pictures Imageworks to turn incredible ideas into reality by solving complex creative challenges.

The company was founded in 1996 and is headquartered in London, with 300 staff based across offices in Silicon Valley, Los Angeles, Shanghai, Austin and the UK. The Foundry consistently invests in R&D to provide more efficient ways for its clients to bring visual concepts to life.

In 2015, the London Stock Exchange named The Foundry one of its "1000 Companies to Inspire Britain." It regularly features in The Sunday Times' Tech Track as one of Britain's fastest-growing private technology companies, most recently in 2016 when it also won

Customer Support Engineer

the Excellence in Service Award at the International Track 200 awards. Every single film nominated for the Academy Award for Best Visual Effects in the last five years was made using The Foundry's software.

The company was acquired by HgCapital in 2015.

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