

Customer Support Engineer

The Company

Smart software for creative people.

There are three things that make The Foundry unique:

1. Our forward-thinking approach to making creative software
2. The people that drive it
3. Meaningful relationships with our customers

Our software solutions are anything but ordinary. The workflows they create serve multiple industries and generally make doing creative things a walk in the park.

We know that tools in VFX are also relevant to designers and vice versa. It's that understanding that helps us to develop flexible, open products that solve problems.

The 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 or one-man-show salivating.

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

The Role

The Foundry is a world-leading innovator of visual effects and image processing technologies that boost productivity in motion picture and video post-production. Founded in 1996, we are an award-winning, exciting, entrepreneurial, dynamic, small company with big plans. We continue to move from strength to strength and are looking to grow our team of bright, capable, hard-working, and fun experts.

This position requires someone with customer support or similar customer liaison experience in a small but busy environment. You will need to have experience of taking customer calls and emails following internal procedures and protocols. You will need to be a team player and be able to take instruction and direction from the Senior Customer Support Engineer.

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The Responsibilities

- Solve customer licensing issues and general support tickets.
- Test and troubleshoot customer issues and provide solutions, workarounds or escalation to support/engineering if needed.
- Proactively stay up-to-date with new technologies that affect Foundry products.
- Prioritise issues 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 Senior Customer Support Engineer.
- Stay up-to-date on all Foundry products and host systems to which The Foundry products are presently supported.
- Prioritise both time and projects and keep the Senior Customer Support Engineer up-to-date on progress and deadlines.
- Create FAQ articles.
- Any other ad hoc duties as required.

The requirements

- Excellent Written and Verbal English
- Excellent customer service skills and telephone manner.
- Good technical skills in at least one of the following operating systems; Windows, Linux or Mac OSX.
- Well organised with the ability to prioritize, multi-task and work with minimal supervision.
- A keen interest in Visual Effects and design
- Ability to take on special projects when requested.
- Highly self-motivated and a good team player.
- A degree in Maths/Physics/Computer Science or similar numerate subject or experience reflecting the requirements of the position.
- 1-2 + years in a Customer Support or Customer Liaison position.
- Good technical skills in any of the following applications; Nuke, Modo, Mari, Adobe Photoshop, Final Cut Pro, Avid DS, Adobe After Effects, Autodesk FFFIS, Shake and/or Fusion.
- Experience of Python and/or C++ programming languages
- Experience working with the OTRS ticketing system or similar.
- Salesforce CRM experience.
- Experience with FLEXIm and/or RLM licensing.

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- Experience with logging bugs using Bugzilla or similar system.

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 was established in 1996. It is now the fastest-growing company in its field today, and is internationally renowned for its collaborative and open approach to software development.

Led by CEO Bill Collis and a management team that still includes the original founders, The Foundry is backed by The Carlyle Group with a substantial portion still owned by the staff.

The Foundry develops award-winning computer graphics and visual effects (VFX) software used globally by leading artists, designers and creative professionals. The portfolio lets users create inspiring and technical high-end visuals across a wide range of industries including product and concept design, marketing & advertising, media & entertainment and game development.

In September 2012, The Foundry added MODO, a 3D software package that combines modeling, painting, animation and rendering, to its portfolio. In addition to MODO, the product line includes NUKE (industry standard compositing), HIERO (shot conform and review), MARI (3D digital painting), KATANA (a look development and lighting framework), FLIX (collaborative visual story development), OCULA (a stereoscopic correction toolset) as well as a range of plug-ins.

In the design world, MODO enables the creation of a huge variety of things from products and advertising material to games assets, animation projects and beyond.

All of the company's products, including MODO, are used to create breathtaking visual effects sequences on a wide range of features, television projects and commercials. High profile examples include Gravity, Pacific Rim, World War Z, The Hobbit and the 2013 Oscar® winner, Life of Pi (Best Visual Effects). In television examples include Once Upon A Time, Falling Skies, Boardwalk Empire and Game of Thrones.

Clients include major feature film studios and post production houses such as Pixar, ILM, Double Negative, The Moving Picture Company, Walt Disney Animation, Weta Digital, Framestore and Sony Pictures Imageworks.

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In 2013, The Foundry made the Sunday Times Tech Track 100 for the fourth consecutive year, ranking in 92nd position. This year, the company has also been shortlisted for categories in the UK Tech Awards and the National Business Awards. The Foundry's CEO Bill Collis was recognized as the UK Technology winner for the Ernst & Young Entrepreneur of the Year award.