

**Media Cloud Systems Engineer**

**Job Description**

Award-winning managed cloud services provider **base** is seeking a technically skilled and ambitious **Media Cloud Systems Engineer** to join our rapidly growing team of media-focused cloud platform specialists.

In this role, you will work with and continuously learn new technologies across public cloud, Software-as-a-Service (SaaS), multi-cloud networking, information security and the very latest in ground-breaking Web3 infrastructure for media distribution.

Joining our growing, specialist team, you will be responsible for the technical setup, configuration and ongoing back-end administration, 2nd and 3rd line engineering support of multiple cloud-based media solutions, operating across AWS, IBM Cloud, Google Cloud Platform and our private network data centres.

You will build and maintain our multi-cloud platform using Infrastructure-as-Code (IaC).

You will assist our software development teams, answering technical questions, preparing test environments, and liaising with our vendors to overcome system integration challenges.

This is a fantastic opportunity for a candidate looking to advance their career in the high-growth cloud and Software-as-a-Service market, with a focus on media storage, media asset management and file delivery workloads.

**Location:** London, UK / Hybrid

**Full Time**

**Salary:** £40,000 - £50,000(depending on experience)

**Package / Benefits:**

By joining our team you will benefit from:

* Professional Training (gain recognised product and technology training and certification including with **AWS** and **IBM** **Cloud**)
* EMI Share Options Package (earn equity in the company)
* Pension Scheme (we match your pension contributions at 5% every month)
* Staff Savings Benefits Scheme (save money on your living costs with our Sodexo scheme)

**Technical Platform Components:**

You will work with cloud platform components and partners including:

* **Cloud Storage:** infrastructure including IBM Cloud Object Storage (S3), AWS (S3 / Glacier), other public cloud S3 solutions, Data Centre hosted Network Attached Storage (NFS / SMB).
* **Server Infrastructure:** Bare Metal and Virtual Machine infrastructure including IBM Cloud, AWS EC2 and other similar hypervisor products.
* **Networking:** configuring and managing VLANs, firewalls and routers directly and with specialist 3rd party vendors, as well as software-defined networks in the cloud.
* **Serverless:** configuring and managing serverless environments in AWS and IBM Cloud.
* **OS:** The majority of our servers run Linux. We have minimal Windows Server virtual machines, therefore strong operational experience of Linux environments is essential.
* **File Transfer:** SaaS applications including; Aspera, Signiant, Resilio and LucidLink.
* **Media Asset Management:** SaaS applications including; iconik, Veritone Digital Media Hub.
* **Remote Workstations:** SaaS applications including; BeBop Technology, Teradici (PCoIP), Parsec.
* **Transcoding:** cloud hosted applications including; Dolby Hybrik, FFMpeg, Telestream.
* **Streaming:** solutions for video-on-demand and live video.
* **Artificial Intelligence:** SaaS applications including; Veritone aiWare, Google and AWS AI as well as custom-developed AI engines.
* **Web3:** Cutting-edge blockchain-based just-in-time video delivery pipeline and node infrastructure contribution.
* **Integrations:** Custom-developed microservices, web-hook integrations and full stack applications typically running in AWS

**Your Role:**

Day-to-day your role and responsibilities will include:

* Provisioning and integration of new services, combining cloud storage with multi-cloud hosted media SaaS applications.
* Deploying scalable cloud-based services on AWS, IBM Cloud and GCP.
* Supporting the on-going design and implementation of cloud services through Infrastructure as Code (IaC - Terraform).
* Assisting in-house engineers and third-party vendor-partner engineering teams with the administration and technical support of networks, storage, cloud infrastructure and cloud-based software platforms.
* Provide 2nd and 3rd line technical engineering support, working in collaboration with your customer support desk colleagues, in-house engineering peers and vendor partner engineering and dev teams.
* Evaluating and testing new solutions/software products and documenting all results.
* Writing and designing internal-facing knowledge base articles, network diagrams for all solutions.
* Reviewing logs, troubleshooting and resolving technical issues.
* Managing and developing enhanced platform monitoring tools.
* Continually streamlining and automated support workflows.
* Working with software developers and architects to ensure that development follows established processes and functions as intended.
* Translating architectural designs into IaC defined solutions.
* Automation of system provisioning, metrics logging, monitoring, scalability and security.
* Perform infrastructure analysis and capacity planning.
* Identify, analyse, isolate, troubleshoot and provide detailed resolutions of complex technical issues.
* Contribute to the development and administration of disaster recovery plans.

**Required Skills:**

* Minimum three years of experience in Cloud Engineering or Media Systems Engineering field.
* Experience of AWS core services, such as VPC, EC2, S3, CloudWatch, CloudTrail, Route 53, Lambda, SQS, SNS etc or GCP, IBM Cloud equivalents.
* Hands-on experience with Infrastructure as Code.
* Experience with containerisation technologies, such as Kubernetes, Fargate, ECS, EKS.
* Experience of working in a DevOps environment, supporting developers CI/CD pipeline.
* Detailed understanding of IaaS & PaaS capabilities with an awareness of how these may, or may not, support application architecture.
* You will be comfortable presenting solutions both in written documents and workshops, leading discussions around public cloud solutions at a high level.
* Excellent communication skills.
* Detailed documentation skills.
* Work independently with minimal supervision and have an ability to quickly adapt in a fast-changing environment.
* Demonstrate a willingness to learn and be flexible.
* AWS, IBM Cloud or GCP certification is desirable.

**Experience with the following would be advantageous:**

* Proficient scripting in Python, JavaScript, NodeJS and Bash
* Experience with REST API integrations
* SSO/MFA and AD (SAML, LDAP, OAuth2, LDAP)
* Digital Asset Management / Media Asset Management solutions
* Accelerated File Transfer solutions
* Transcoding solutions
* Experience with SIEM and monitoring solutions (e.g. Datadog, Splunk etc)
* Project/Issue tracking tools (e.g. JIRA)
* Agile project management practices

**Attributes and Career Goals:**

* You will have strong communication skills and be a real team player, able to focus on complex tasks, whilst also maintaining regular collaboration with your fellow colleagues across engineering, support and sales teams.
* You will have a passion for new cloud-based technologies and be excited by the prospect of working within a fast-growing business – helping to redefine the way our clients operate.
* You will be resourceful and have good problem-solving skills.
* You will work well under pressure and be well-organised and capable of meeting project deadlines and delivering work to the highest possible standard.
* You will have confidence speaking directly with clients, explaining complex concepts in easy-to-understand language.
* You will have a willingness to commit to training programs provided by the company to expand your skillset
* Aspiration to achieve *Specialist* level AWS accreditation or higher

**About base:**

**base** is on a mission to democratise cloud services for all businesses that work with digital media files.

**base** centralises vast digital media libraries into one, removing the confusion and complexity of multiple clouds and software tools. Working with **base,** businesses can manage, collaborate and deliver global projects cost-effectively.

**base** provides solutions to store, process, manage, create and deliver large-scale digital media content online, from anywhere. **base** experts identify and implement a variety of solutions, including both hybrid and full-cloud workflows. **base** provides award-winning cloud services to a range of clients across multiple industries, including global online video brands, cutting-edge sports and prestigious film and broadcast studios.

The culture at **base** is a core aspect of the business. The following values underpin the day-to-day working culture at the company:

* We are brave
* We are ambitious
* We are honest
* We are empathetic
* We are entrepreneurs

**Application Process:**

Please send your resume along with a detailed cover letter to [careers@base-mc.com](mailto:careers@base-mc.com).