



Position: Technical Consultant

Location: West Coast

Date: June 30, 2010

About Us:

Highwinds is an established leader in multi-platform IP services, content replication, and delivery software and services. Since 2002, we have provided for the advancement of a wide range of technologies - including messaging bus architecture, network management, distributed file systems and advanced routing methods.

If you are motivated to deliver high quality and innovative services, Highwinds can offer you a great career opportunity. We offer benefits including 401k, medical, dental, vision, paid time off, and a competitive salary to qualified team members.

Job Summary:

As a member of the sales team, the Technical Consultant will have regional responsibility for providing the pre-sales technical and systems support for the Sales Channels. This role involves working closely with internal engineering, project management, product development, and various operational groups to develop customer solutions.

Personal Skills:

Qualified applicants must be able to demonstrate the following:

- Highly self-motivated, professional and comfortable speaking to and working directly with customers
- A strong sense of responsibility and initiative and a strong desire to learn and improve
- Excellent interpersonal oral and written communication skills
- Natural ability to work in a team oriented environment and communicate well with all levels of management and company personnel
- Handle multiple projects and tasks with the ability to prioritize and organize tasks carefully and accurately

Responsibilities:

- Ability to understand and support our customers' business and technical needs while effectively matching them to Highwinds product offerings.
- Support the Sales Organization and Reseller Group in the growth and development of customer relationships.

Qualifications:

- Experience in Windows Media and Flash Media
 - Experience with rich media formats such as WMV, FLV, MOV, MP4, etc.
 - Must be well versed in codecs such as H.264/MPEG-4, VC-1, VP6, Sorenson, etc.
 - Experience with rich media playlist formats such as ASX and SMIL.
 - Experience with Windows Media Encoder / Flash Media Encoder.
 - Experience with hardware-based encoders.
- Experience with current technologies in content delivery

- Understanding of problem space and ability to identify solution fit for multiple verticals including gaming, interactive advertising, reseller/channel, consumer audio/video, live event streaming and user generated content.
- Knowledge and understanding of one or more of the following Silverlight, Octoshape, Mobile streaming, P2P delivery, Adobe HD, live event production, secure delivery or DNS.
- Strong hands-on troubleshooting skills
 - Experience with diagnosing problems at the HTTP, IP, and TCP levels (including secondary protocols such as DNS and FTP) using diagnostic tools is required.
 - Must be skilled in tools such as Fiddler, HTTP Headers, WireShark and similar products.
 - Experience with identifying client-side player problems vs. server software problems vs. network problems is required.
- Content Management Solution knowledge
 - Understanding of rich media publishing workflows and asset management processes is a requirement. Publishing include tools and approaches used for media acquisition, transcoding, content protection, publishing and reporting.
 - Experience with existing CMS solutions is a plus.
- Development tool experience is a plus
 - Action Script 3.0 and Flash Player development experience highly preferred.
 - Experience with C#, PHP, JavaScript, Java, Perl, Flex, etc. is a plus.
 - Experience with development environments such as Microsoft VisualStudio is a plus.
- 3-5 years experience with online technology (Content Distribution, Video Streaming, Colocation and Transit) products in a customer facing highly technical role.
- Must have experience in responding to RFI/RFPs, building technical presentations, writing white papers, editing technical documentation and other short technical write-ups.
- Well-versed in the online media markets as well as streaming media technologies with a grasp on evolving trends in the online video space
- B.S., Engineering or Computer Science or equivalent technical experience is required

Working Conditions:

- Basic office environment or home office
- Must be willing to travel 10-20%

This job description is not intended to be all inclusive.

Highwinds is an Equal Opportunity Employer.

If you are interested in this position with Highwinds, please submit your cover letter and résumé to careers@highwinds.com. In the subject line of your email, please include the title of the position.

If your experience and qualifications match our current needs, you will be contacted by a member of our human resources team. We look forward to hearing from you!