

MANAGER, CONTENT OPERATIONS



XUMO is looking for a Manager of Content Operations. As Manager of Content Operations you will be an integral member of the content operations team for XUMO, a leading global free, ad-supported streaming service. You must have a solid foundation in large volume digital and manual video delivery distribution for live and VOD environments, including asset and database management, Closed Captioning, Feed Authentication Services, Streaming Security, Cue Point Validation, Encoding and Transcoding. The role requires a strong, analytical thinker responsible for validating and certifying all incoming content and partnering with XUMO's programming team to launch both domestic and international digital channels. Duties include provisioning AWS buckets for manual deliveries via Aspera or otherwise, deploying new ingestion workflows, monitoring and managing quality control for each live channel, escalating issues and problem resolution. He or she will specify operational feed requirements and work with server teams managing software deployments.

Qualifications

- BS degree and/or equivalent experience.
- Familiar with mRSS and HLS delivery of content.
- Excellent verbal and written communication skills.
- Extensive troubleshooting experience is a MUST.
- Proven video streaming and media workflow experience with solid understanding of the validation and ingestion process
- Experience with managing manual content deliveries and building corresponding XML files for ingestion.
- Knowledge of AWS and S3 buckets, Aspera, BitMovin.
- Must be self-motivated, detail oriented, able to multi-task, self-sufficient and equipped with excellent communication/interpersonal skills.
- Ability to communicate complex technical problems to non-technical personnel in a competent and concise way.
- Knowledge of streaming providers and vendors: CDN's, Cloud Providers, OVP's, Cloud Encoding and Encoding Hardware, etc
- Strong Knowledge of Video Content Management Systems, video player development and securitization of video.
- Experience working with server software (Apache, Windows Server, Kulabyte, Flash Media Server, ffmpeg, x264, Telestream).
- Linux administration experience.

Roles & Responsibilities

- Generate technical operations service and validation reports, develop QA and QC processes and escalation processes with clearly set definitions.
- Manage support of all inbound partner requests and onboarding.
- Perform analysis, diagnosis and resolution of the onboarding process starting with feed validation software to the ingestion process to XUMO's internal content management system.
- Service cue points according to the type of content they appear in: short, long, movie, episodic.

- Assist server team to implement operational acceptance process of video stream validation workflows to meet business requirements such as cue point insertion, closed caption coverage, and more.
- Onboard, validate and build channels ready for launch.
- Manage internal organization structure for channel launches, onboarding and enforce criteria needed to launch a channel on XUMO.
- Organize and track the ingestion schedule of each channel partner or provider to ensure each channel is optimized for relevancy and freshness.
- Work closely with product groups and engineering groups to deliver criteria reports outlining the next set of features needed to improve efficiencies for the content operations teams.
- Help define Video Requirements and Best Practices.
- Maintain documentation of software maintenance, configuration, failures, removal, and feature sets.
- Cultivate relationships with current vendors/partners to improve video quality of service and experience.

