

## **TECHNICAL SUPPORT ANALYST – NEW YORK**

### **Media Innovation Group**



Media Innovation Group helps marketing strategists navigate a rapidly-changing digital multiverse with certainty, and build an enduring business advantage. We can tell you with authority whether a given investment will deliver your business objectives, fall short, or overshoot the runway. Behind Media Innovation Group is the world's largest buyer of media, WPP. We know exactly what it takes to achieve a result in digital marketing.

We can help you evaluate opportunities, risks, and solution providers. Some clients hire us just to identify the most capable partners for their requirements or for due diligence on a potential acquisition. The Media Innovation Group has offices in New York and London, and operates globally. Please visit [www.themig.com](http://www.themig.com) for more information.

### **Join Us:**

Media Innovation Group is looking for an experienced Technical Support Analyst to help develop strategic technical solutions with world-class media agencies. As a Technical Support Analyst, you will be responsible for leading technical and strategic conversations through our partnership with our agency clients.

As a member of our Technical Support team, the Technical Support Analyst will be responsible for managing day to day customer technical issues for all of Media Innovation Group's offerings. This will include, but not limit to, all front end user support and consulting support as it relates to a customer's business model. The technical analyst may also be asked to provide formal/online training or professional services to clients to educate the client with best practices of the use of the software. The technical analyst will have a high sense of energy while maintaining customer satisfaction as the main goal.

You will collaborate with a group of quick-witted coworkers and clients who are all passionate about digital media. You will engage with our clients in professional and social settings, build relationships and define and implement products which make us indispensable to WPP agencies. We believe in the power of digital media to transform the way businesses and consumers can interact. You must believe as well.

### **What you will need:**

- A passion for digital marketing
- Deep experience in digital technology (some SQL when necessary)
- Ability to understand and communicate complex technology and business concepts quickly to a variety of audiences
- Highly organized with strong quantitative analytical skills
- Hands on experience working an ad server (OAS, DFP or Atlas) and/or a search platform

**A Major Plus:**

- Sense of humor
- Engineering background
- Publisher and/or start up experience

**We offer:**

- Highly competitive compensation commensurate with experience
- Generous Paid Time Off
- Medical and dental insurance
- 401(k)
- Flexible Spending Plan
- Friendly Fun, Diverse, Hard Working Environment

**Please send all resumes in Word format to [molly.mackey@themig.com](mailto:molly.mackey@themig.com).**