

Technical Support Analyst

Media Innovation Group

The Media Innovation Group (MIG), a WPP company, develops technology products that help agencies and advertisers improve the process of planning, buying, trafficking and optimizing digital media advertising campaigns to generate long term business value. The MIG's proprietary flagship offering, Zeus Advertising Platform (ZAP), is the industry's most robust multi-channel digital advertising technology platform solution. Founded upon a unified data management platform, ZAP powers the MIG to help clients better connect, analyze and action all digital consumer touch points and optimize digital media campaigns across display, search, video and mobile. The MIG's digital advertising optimization service is the leading agency offering for acquiring and optimizing digital advertising. The MIG has offices in New York and London, and operates globally. Please visit www.themig.com for more information.

Join Us:

The MIG is looking for an experienced technical support analyst to help develop strategic technical solutions with world-class media agencies. As a Professional Service Manager 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 the full suite of the MIG product line. 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)

Technical Support Analyst

- 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

Location: New York

We offer:

- Highly competitive compensation commensurate with experience
- Generous Paid Time Of
- 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