

For more than 10 years 3Q has developed and operated a robust and high-performance SaaS platform for video management and streaming.

We are specialists in streaming technologies and high availability. Using our in-house platform, we broadcast live and on demand content for leading content providers worldwide. With full GDPR compliance, innovative features, multiple system integrations, an intuitive UI and customer support based in Berlin, we are a trusted partner for our customers.

To support our strategy of sustainable growth, we are searching for

First-Level Support (m/f/x) 'Video Specialist' Fulltime

What we want to achieve with you

- Expand our professional support for our customers
- Demonstrably improve and maintain customer satisfaction
- Expand our support workflows
- Expanding our manual and "help for self-help
- Support and reduce the workload of our support team

What you offer

- Experience in video streaming, streaming protocols & encoding.
- Experience with Linux and scripting (Bash, Python)
- Completed education (e.g. IT specialist for system integration) or comparable professional experience
- Experience with HTML and JavaScript
- Good self-motivation and self-organization as well as good analytical skills
- Friendly, self-confident and independent communication with interlocutors of all hierarchical levels

What we offer

- a young and highly motivated team
- the space to introduce and implement your own ideas
- flexible working times
- friendly working conditions (e.g. free coffee and other drinks in the office, flexible home office policy, and much more)
- Offices in Berlin & Munich

Contact

3Q GmbH
hr@3q.video
<https://3q.video>