

Virtual Production Technician

Mo-Sys USA Inc
Permanent, full-time
Atlanta

About the Role:

We are looking for a skilled individual to help us expand our LA Virtual Production (VP) capabilities and address the growing demand for Mo-Sys products and services in North America. This is an exciting role, providing on-set camera tracking and lens profiling capabilities to film and TV virtual productions for on-set previz and on-set finishing, using both blue/green screen studios and the latest LED volume XR studios.

We're looking for a technically competent, customer-centric problem solver, who can work diligently and independently. The role will suit someone who enjoys travelling and who is eager to deliver world class VP solutions to high-end clients.

When it comes to Virtual Production solutions, robotic camera technology and camera tracking products for film, broadcast and XR, Mo-Sys Engineering is the 'go-to' source for high-end filmmakers and broadcasters all over the world. We manufacture and supply virtual production solutions, robotic camera systems and camera tracking technology for a client list that includes NewsCorp, MTV, ABC, The Weather Channel, ESPN, Sky, Red Bull, HBO, Sony Pictures, and Netflix to name just a few. We have contributed to the production of many box office blockbusters and award-winning films and TV series, including 'The Life of Pi', 'Gravity', 'The Shape of Water' and 'Stranger Things'. It is an exciting time to join Mo-Sys!

Responsibilities (Remote and on-site)

- Demonstrations, installations, and training for end users.
- Set up, calibration, integration, and operation of our VP/XR solutions on-set.
- Servicing and maintaining our VP equipment.
- Pre-production demonstrations and lens calibration.
- Following Jira tickets and taking calls from clients who might need urgent support.

There will be less frequent occasions where technical support is required by the wider business, for example, presenting at industry events, demonstrating how to operate Mo-Sys systems internally and supporting our small sales team when they need a technical person to speak directly to the client. Occasionally you can also expect to support Mo-Sys training Academy in a technical capacity.

Requirements

- You are technically proficient, whether you have gained a relevant qualification, have industry experience, or simply love finding solutions to your own technical endeavours.

- You have relentless energy, enjoy working at a fast pace, and have a passion for delivering high-quality customer service.
- You are willing to learn new software for VP such as Unreal Engine (UE4) from Epic Games.
- Importantly, you are an avid problem solver, who thrives under pressure.
- Technically you know your way around a computer and are familiar with both electronics and networking (e.g., TCP / IP).
- You are flexible and willing to work outside normal office hours as necessary to support clients in different time zones.
- Knowing your way around a Linux operating system and Unreal Engine would be an advantage.
- Experience of live productions or a film/TV set environment, in a technical or support capacity would also be very beneficial.

You will be joining a small, friendly support team who are working predominantly across the UK and the US. This is a varied role, suited to someone who is comfortable with ambiguity and is humble enough to escalate to a more senior team member - when faced with a client support ticket that they cannot confidently handle. In time, with training and by learning from example, you will become an expert in all our products, with emphasis on Virtual Production, camera tracking systems, lens calibration & UE5.

A valid work permit (if applicable) and a valid passport are required for this position as you will frequently be travelling across North America to client sites (both locally and internationally).

We pride ourselves on having endless creativity, a “can do” attitude and a friendly family feel to the company. We’re looking for people who make all the difference in nurturing an inclusive, down-to-earth culture. We embrace fresh ideas, encourage innovation and value openness. We believe that great ideas come from anywhere and encourage our teams to work together across positions, departments, and geographical locations. We want people to love their work and show respect to all.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post. Job descriptions should be regularly reviewed to ensure they are an accurate representation of the post (01/24/2023).