

Role Profile

Job Title : **Interactive Support Engineer**
Department : **Production Technology, GFR**
Banding : **Production 3**

Main purpose of the role:

The Interactive Support Engineer will work as an integral part of the Production Technology Department and will report to the Senior Support Engineer. They will provide technical support to the Interactive team in the production of games and other interactive projects. Responsible for development, deployment and maintenance of production pipelines and related tools, and for the daily operational maintenance of Interactive department computer hardware for Aardman. They will be based at GFR.

Duties & Responsibilities:

This is a summary of duties and responsibilities and is not intended to be exhaustive.

- Ensure the Technical Infrastructure is maintained to the high standard required for the smooth running of games and other interactive productions
 - To work as part of team on the development and running of those systems.
 - Ensure the technical infrastructure (system) meets demands for usage.
 - Monitor system usage.
 - To be involved in the introduction and testing of new and relevant technology to the department.
 - The maintenance of user accounts.
 - To ensure the security and accessibility of all data.
 - Development of full documentation for all computer systems and maintenance.
 - To openly exchange ideas, techniques and procedures to enhance the creative process throughout Aardman as required.
 - Support/Troubleshooting any routine problems, software and hardware.
 - Installation, maintenance, and upgrading of hardware and software.
 - Routine network monitoring, administration and maintenance.
 - Research, test and evaluate where necessary.
 - To work as an integral team member at all levels of the company and independently as required.
 - To comply with Comms. room and network infrastructure policy and maintain records for Prod Tech Equipment in this area
 - To observe the provisions of the Health and Safety at Work Act
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Person Specification:

Essential *Knowledge, Skills and Abilities* Required:

- Support desktop hardware
- Windows, Mac and Linux
- Understanding of virtual machines
- Understanding of network infrastructure

- Knowledge of software development process
- Excellent knowledge of version control systems
- Experience of building / reconfiguring PCs
- Web server configuration and deployment
- Application deployment and support (Jira, Bitbucket etc.)
- Security
- Understanding of gaming ecosystems (consoles, mobile platforms etc.)
- Knowledge of CI systems like Jenkins or Team City
- Ability to negotiate and build relationships with vendors.
- IT support in a customer facing role
- Group policy management of domain computers
- Excellent problem-solving skills with excellent attention to detail.
- Customer focussed with strong communication skills.
- Must work well under pressure – both as a team player & independently
- Self-motivated, positive approach to work

Desirable Knowledge, Skills and Abilities:

- Some knowledge of game production pipelines
- Ability to support artists and developers using game engines (Unreal and Unity)
- Performance management and deployment
- Experience with cloud platforms such AWS / Azure
- Knowledge of VR technologies and hardware
- Knowledge of iOS / Android devices.
- XCode
- Automation via scripting (PowerShell, Python).
- Experience of tape backup software very desirable

Responsible to: Senior Support Engineer

Specific Functional Contacts: Production Technology, Interactive Department, IT Department
