

## TECHNICAL SUPPORT ENGINEER (M/F)

CastLabs is one of the key players in the fast growing online video delivery market. We offer exciting technologies on the leading edge of digital video by providing software and cloud services to online retailers, distributors, and system integrators. Our range of offerings help businesses worldwide deliver premium movie and TV content to their customers for high-quality video experiences across multiple platforms and devices.

To assist with our growing client-base, we are looking for a Technical Support Engineer to join our Beijing-based team. You will work with our globally distributed development team in order to support our Chinese DRMtoday customers. With your experience in video delivery technology and telecommunication projects, you will help to deliver a stable, reliable and highly secure service to Chinese media companies as a basis for cutting-edge solutions in the digital entertainment, television, and movie retailer sector.

You will be part of a highly-qualified, diverse, and motivated international team of experts working with leading companies in the technology and online movie/TV entertainment industry. We offer a flexible working environment with a high level of employee empowerment and responsibility as well as attractive remuneration and benefits.

As we expand into China, you will also be working with our sales and marketing teams located in Europe. While you will mainly work with clients remotely, occasional travel to meet with customers as well as attending trade shows and seminars will also sometimes be part of your role.

### Requirements

- › Proven track record of experience with OTT video delivery technology
- › Excellent general problem solving skills
- › Ability to spot and identify everyday desktop issues under Windows, Linux, and MacOS
- › Good knowledge of all aspects of TCP/IP networking
- › Capacity for abstract thought and willingness to learn
- › Committed, determined, reliable
- › A higher-education degree (Bachelors)
- › Good written and spoken Chinese and English language skills
- › Two years in a comparable position

### Nice to have

- › Knowledge of specific online video distribution building blocks and technologies (for example MPEG-DASH, HLS, Smooth Streaming, H.264/H.265)
- › Experience with industry-grade DRM systems (any of Microsoft PlayReady, Google Widevine, OMA DRM, Adobe Access, Marlin, Apple FairPlay Streaming)

### What we offer

- A startup work environment in an established company
- Open-minded and friendly team from all corners of the world
- Home office/remote work possible

If you feel you are a good match for this position then we look forward to receiving your PDF application including your resume, project history, expected salary, and terms of notice.

Please send your application to: [hr@castlabs.com](mailto:hr@castlabs.com).