AdOn Network - Operations Analyst
Location: Tempe AZ

AdOn Network is one of the fastest growing multi-format (CPM, CPC, CPA) online advertising networks, serving over 3 Billion Ad impressions per month. For Advertisers, AdOn provides performance based online advertising solutions with robust campaign management, industry leading account management and reporting tools, targeting, and optimization to maximize ROI. For Publishers, AdOn provides a suite of customizable ad units, including Display, Text, Email and Mobile to enhance user engagement and maximize site monetization.

Role

The Operations Analyst coordinates operational and technical projects and serves as a point of escalation for complex application specific issues. This person serves as a technical and application knowledge source and will be responsible for handling the most difficult or advanced problems. The Operations Analyst must be able to establish a good rapport with clients and co-workers, be very detail-oriented, have excellent troubleshooting skills, be pleasant, courteous, and professional, and proactively ensure project tasks get completed. This person must understand the scope and effect of all changes that a project may encompass by soliciting input from all constituents, and involving all appropriate resources.

Responsibilities

1. Build deep technical and operational understanding of the systems, applications and processes for the purpose of troubleshooting and the coordination of projects
2. Serve as the main point of escalation for our operations team
3. Provide root cause analysis of complex issues and provide detailed analysis for our engineering and operations teams
4. Manage escalation of incidents by involving the appropriate resources and direct and monitor for status through resolution
5. Communicate issues and status to staff members
6. Perform system quality checks/acceptance testing following production pushes
7. Track and report project milestones and deliverables, defining necessary tasks and facilitating completion of project dependencies and critical path issues
8. Coordinate system changes to minimize impacts and communicate production changes to all stakeholders

Requirements

- Minimum of a BS in Computer Science, MIS, or similar
- 2 - 3 years of professional experience in developing and supporting software systems
- 2 - 3 years of experience coordinating projects in a software product environment
- Comfort with common debuggers, packet analyzers and trace tools
- Experience in troubleshooting production problems to help with web service availability
- Excellent analytical skills - comfortable with Excel & pivot tables

Skills

- Well organized, results oriented self-starter with a sense of urgency mindset.
- Exceptional analytical and troubleshooting skills, with strong experience collecting and analyzing large data sets and drawing actionable conclusions
- Able to understand, analyze, interpret and explain complex concepts and datasets
- Demonstrated ability to negotiate, plan, prioritize and execute deliverables while working in a fast paced, ambiguous and event driven environment
- Strong knowledge of internet applications, languages, and protocols e.g.; HTML, HTTP, XML & JavaScript
- Demonstrated ability to develop creative/non-traditional solutions.
- Ability to work independently and remain self-motivated with minimal direct supervision

Compensation

Competitive salary and bonus based on level of experience.

Benefits

401k, paid time off, training and development, medical, dental, vision, and life insurance, flexible spending accounts, free snacks, drinks, and games.

Company Description

Established in 1999 and based in Tempe, AZ, AdOn Network (adonnetwork.com) is a dynamic Internet company with a uniquely collegial, yet results driven Silicon-Valley like startup culture. We are a close knit team of high performers with a shared sense of optimism and audacity to lead the next revolution of Digital and Mobile advertising.

A premier online performance advertising company, AdOn Network is wholly owned by blinkx. blinkx is the world's largest and most advanced internet video engine. www.blinkx.com