POSITION DESCRIPTION

1. POSITION SUMMARY

Position Title:	Project Manager – Media Streaming and Web Applications
Tenure Status:	Contract Appointment
Salary Range:	Negotiable
Department:	ABU
Location:	Based at the ABU Secretariat, Kuala Lumpur

2. THE ABU SECRETARIAT

The ABU is an international organisation with over 279 members located in 73 countries, and services these members from the Secretariat, based in the Angkasapuri compound in Kuala Lumpur. The Secretariat has a permanent staff of about 35 led by senior experts in the fields of technical, programming, news and sports development and applications.

3. JOB SUMMARY

The Project Manager – Media Streaming and Web Applications, will be the lead coordinator in managing and running of the Asia-Pacific View (APV) Project of the ABU and the website. The APV is an online content exchange platform developed by the ABU to provide online content sharing services to its members. These include content storage, transcoding, upload/download, streaming live and on-demand and other related services. The Project Manager MSWA will manage the operations of this platform including its maintenance, troubleshooting in collaboration with the relevant service providers for the platform. He/She will be responsible for driving the project, under the guidance of the department head and other departments of the union.

4. REPORTING RELATIONSHIPS

Reports to:	Head of Department
Leads:	A Team Assistant and temporary staff that may be employed from time-to-time on particular projects
Functional Relationships:	ABU Senior Staff, especially colleagues within your department, Manager IT Systems, Senior Officers in other departments, Senior Officers in Asiavision

5. POSITION ACCOUNTABILITIES

- Management, Operation and Maintenance of ABU Website and Content Sharing/Exchange (APV) Platform
- Administer, Create and Manage user level privileges
- Coordination and publishing of content both on-demand and live streaming
- Oversee the performance and quality assurance of the platform and the content
- Monitoring traffic, security and connectivity
- Ensuring functionality and efficiency of sites and web servers
- Periodically testing the websites across browsers, operating systems and devices
- Maintain virtual and cloud-based servers, optimize speeds and functionality
- Update website content and review SEO trends
- Execute a regular follow up and assessment of the performance of the sites
- Monitor/analyse system failures and other unusual system occurrences, isolate the problems and find solutions
- Manage customer support calls/emails to help troubleshoot and resolve issues faced by the platform users.
- Maintain detailed records, including traffic analysis records, outage records, inventory records, and others
- Lookout for developments and regularly discuss current and future functionality improvements
- Collaborate with business and technology teams to meet needs and improve efficiency
- Reply to user comments and queries in a timely fashion
- Manage/monitor backups and failover site
- Liaise with other departments on updating of website content

6. QUALIFICATIONS & REQUIREMENTS

- Bachelor's Degree / Professional Degree in Computer Science/Information Technology or equivalent
- At least 5-10 years of working experience in the related field
- At least 3-5 years of experience in handling/coordinating audio and video content online, including upload/download, streaming etc.
- Must have knowledge of PC, Mac and Linux based platforms and digital distribution formats
- Must have basic knowledge of web components and website management and operations.
- Knowledge of core web programming languages and frameworks.
- Extensive knowledge of media streaming protocols, codecs, and transports/container formats: HTTP Live Streaming (HLS), Smooth Streaming, DASH, RTMP, RTSP, etc MPEG-2, H.264/AVC, H.265/HEVC, VVC etc., AAC, HE-AAC, xHE-AAC etc., AC3, MP4, MPEG-2 TS, etc
- Proficient in HTML/CSS, XML; knowledge of SQL and Javascript, working knowledge of website management tools
- Good understanding of HTML5 based video playback technologies including JavaScript, Node.js, CSS in multi-browser environments
- Familiarity with CDN architectures (caches, origin servers, proxies, etc) is highly desired
- Experience in working with content protection technologies for media streaming
- Able to handle media streaming platforms and good understanding of such platforms
- Thorough understanding of Content Management Systems and their general functionality
- Good time and resource management skills
- Must have knowledge and experience in handling media streaming software, media codecs and formats, transcoding tools, etc.
- Experience in customer service and support
- Strong technical aptitude and ability to research and solve complex issues independently
- Effective communicator who is willing to embrace change and prioritise innovation.
- Committed team player, excellent collaboration skills.
- Be able to work in a team and to work autonomously when needed.
- Proven ability to work well with people at all levels in a variety of different areas
- Excellent verbal and written communication skills in English
- Practical knowledge/working experience in broadcasting, computer systems, network systems, satellite communications and video streaming is desirable.
- Well organized, detail oriented, and dependable
- Demonstrated willingness to be flexible and adaptable to changing priorities
- Proficient in MS Office software package, MS Project or similar, Adobe Premier Pro or similar, Adobe Media Encoder or similar, MS Visio or similar for flowcharting etc.

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