



JOB POSITION: OPERATIONS ANALYST

Company: Prozone Sports
Location: Chicago, IL (South Loop)
Job Type: Full Time Employment
Contracted hours: 40hrs per week
Salary: TBD
Closing Date: Friday 20th Jan 2012
Start Date: February 2012

OVERVIEW:

Prozone Sports Ltd. has pioneered the research, development and service of performance analysis for over 10 years. Prozone provide custom platforms for technical, tactical and physical performance analysis (live and post-match), opposition scouting, player recruitment, trend analysis, education and media applications. Headquartered in Chicago, Prozone's Americas' office oversees one of the company's fastest growing regions. Working with clubs, federations and other organizations within North, Central and South America, Prozone will be adding additional human resources to its Chicago office.

The Operations Analyst will oversee the video capture and upload process, provide existing clients with operational support as well as be involved in ongoing business development within one of Prozone Americas' core market segments. The successful candidate should have substantial experience with computing and video processes. Knowledge of IT is also valuable. The applicant must have a strong work ethic, attention to detail, and be willing to work long hours, including during the weekends at late evening and early morning hours. The position will be managed by the Americas' Operations Manager.

ROLES & RESPONSIBILITIES:

Operations:

- Manage the video scheduling, capture, conversion, upload and transfer of matches within a strict timeframe.
- Liaise with UK-based Prozone staff to ensure match analysis files and video is delivered to Americas' clients within a strict timeframe.
- Manage video and performance databases.

Support:

- Provide first line analysis platform training and support for Prozone Americas' clients.
- Record & maintain all support interactions via customer support tracker.
- Feedback support metrics to UK Support.

Business Development:

- Achieve new business development goals within defined market segment.

Project Management:

- Conduct bespoke research projects based on the demands of the industry and clients.

REQUIREMENTS:

The successful applicant will demonstrate the following requirements:

1. Flexibility to work long hours, including weekends, evenings and early mornings.
2. Excellent attention to detail, work ethic, communication and customer service skills.
3. Strong time management and organizational skills.
4. Good knowledge of digital video and multi-media formats.
5. Good technical knowledge of Microsoft and MAC operating systems and associated software.

It is also preferred that the successful applicant will demonstrate the following characteristics:

1. IT knowledge.
2. Experience using and maintaining databases (Specifically SQL databases).
3. Sales experience.
4. Performance analysis or statistical experience.
5. Experience working in the sports environment.
6. Interest and knowledge in the sport of soccer.

Successful applicants will likely live in the Chicago area and have their own transportation to the Prozone office. Relocation costs will not be reimbursed.

APPLICATION:

Provide a complete cover letter and resume, with relevant experience and two references to Americas' Operations Manager, Stewart Mairs at careers@prozonesports.com.