

Senior Technical Support Specialist

Megapixel's ecosystem of LED processing and LED tile technology products is the gold standard for visual technology and video processing, serving entertainment/film/TV and top-tier brands. Our technology turns imagination into awe. Our nimble team includes renowned technologists, engineers, and systems experts who create cutting-edge technology that continually pushes the industry forward. Megapixel was founded in 2017 and is headquartered in Valencia, California, with R&D staff located around the world.

About the role

Megapixel is seeking an experienced, highly capable Senior Technical Support Specialist to provide hands-on technical support and customer enablement across the UK and broader European region.

This is a customer-facing independent contractor role for a professional who is equally comfortable troubleshooting a complex LED system remotely, delivering a tailored customer training session, preparing and presenting a high-impact demo, supporting an onsite installation, or leading the technical execution of a trade-show deployment. You will serve as a trusted regional technical resource, translating sophisticated LED, video-processing, networking, and workflow concepts into clear, practical guidance.

Key Responsibilities

- Provide timely, accurate, and professional frontline technical support through email, phone, remote-support tools, internal collaboration channels, and onsite engagement. Ensure support cases are properly documented in the support ticketing system.
- Diagnose and resolve customer issues involving LED display systems, processing and control systems, video signal paths, playback and media-server workflows, networking, configuration, calibration, color management, firmware, and system integration.
- Advise customers and partners on product configuration, installation considerations, operating practices, technical workflows, system optimization, and preventive troubleshooting.
- Escalate complex, high-impact, recurring, or product-related issues to the Manager, Technical Support and relevant Engineering, Product, Sales, or other cross-functional partners.
- Identify patterns in customer requests, recurring technical faults, training gaps, workflow friction, and unclear product behaviours. Communicate findings and recommended actions to internal teams.
- Maintain discretion and appropriately handle confidential customer, commercial, product, and technical information.
- Provide hands-on installation, commissioning, troubleshooting, technical handover, operator guidance, customer demos, and event support.
- Configure, test, package, deploy, inspect, and maintain demo and loaner equipment; coordinate equipment availability, shipping, repairs, and asset tracking.

- Lead technical planning and onsite delivery for assigned trade shows, customer events, demos, and deployments. Contribute to post-event reviews.
- Capture product feedback, feature requests, customer workflow needs, technical defects, and deployment lessons in the appropriate internal systems, including Engineering/Git tickets where required. Include all needed system details, logs, configurations, and signal flow information.
- Remain current on Megapixel products, releases, technical documentation, industry developments, customer applications, and relevant professional LED technologies.

Qualifications and Experience

- At least 5 years of hands-on technical experience in professional LED displays, professional AV, broadcast, film/TV, virtual production, live events, experiential technology, digital signage, or a closely related technical field.
- At least 3 years of customer-facing technical experience in technical support, applications engineering, field service, systems engineering, technical training, deployment, integration, or a comparable role.
- Demonstrated technical knowledge of professional LED-display ecosystems, including LED tiles, display configurations, display processors/control systems, signal flow, video sources, playback/media-server workflows, networking, installation practices, commissioning, and fault diagnosis. Experience with technical documentation, knowledge-base strategy, support analytics, root-cause analysis, and formal escalation processes.
- Experience providing remote and onsite support for technically sophisticated customers and resolving complex hardware, software, networking, configuration, integration, or workflow issues.
- Experience supporting the technical planning and onsite execution of trade shows, customer demos, installations, production environments, or similarly time-sensitive live deployments.
- Strong written and verbal English communication skills, including the ability to explain complex technical topics in a practical, precise, and audience-appropriate manner. Additional European-language capability is advantageous.
- Strong organizational and project-coordination skills, with the ability to manage multiple customer needs, technical priorities, event schedules, equipment requirements, and follow-up actions, working with both internal and external stakeholders.
- Proficiency with common support and operational tools, including ticketing systems, CRM platforms, knowledge bases, project-management tools, and inventory or asset-management systems. Experience with Freshdesk is preferred.
- Ability to work independently, exercise sound technical judgment, manage ambiguity, and escalate appropriately.
- Ability to undertake hands-on technical work, including equipment preparation, cabling, system setup, configuration, commissioning, troubleshooting, demo-kit preparation, and smaller-scale deployment support.

Contractor Relationship and Success

The contractor will provide agreed technical-support, training, demonstration, event, and field-deployment services for Megapixel's UK and European business. Specific deliverables, service levels, travel requirements, and engagement terms will be set out in statements of work.

Success means providing credible, responsive support; delivering effective training and demonstrations; executing reliable events and deployments; maintaining high equipment standards; and turning customer feedback into actionable product and process improvements.

Travel

- Travel could be up to 50% of your time.

Work location

- Work location: UK— the greater London area is preferred. We will also consider qualified contractors based in the EU.