

Job Description

- **Job Accountabilities**

- Executing all aspects of videoconferencing including call set up, end user training, troubleshooting, and follow through on escalation of trouble incidents occurring during call.
- Lead or assist, as required, with the support (hands-on if necessary) of special events, high profile senior executive meetings, town halls requiring videoconferencing, as directed by users including but not limited to the following:
- Interface with technology vendors for equipment servicing, etc. whether warranty or routine maintenance.
- Manage all technical work on live and video-on-demand webcast events.
- Provide technical consultation, support, and act as lead contact for all videoconferencing operations and maintenance.
- Interact in person, by phone, and/or e-mail directly with end-users.

- **Skills Required (Knowledge and Skills)**

- Extensive working knowledge of integrated and non-integrated video conferencing systems.
- Hands on experience on Cisco products like TMS , VCS, MCU, TP Conductor, ISDN Gateways ,Cisco and Polycom Video endpoints and Telepresence systems..
- Should have in depth knowledge of H 323 & SIP Protocols.
- Excellent problem solving and troubleshooting skills; ability to triage effectively under pressure.
- Self-directed, detail-oriented with strong technical, people, & project management/leadership skills.
- Ability to communicate effectively.
- Demonstrate flexibility (e.g., redeployment, off-hour setup requests, etc.)
- Experience and/or strong working knowledge of multiple videoconferencing platforms and engineering.
- 4-5 years' experience in video conferencing implementation and support.
- Willing to travel.