TECHNICAL JOB DESCRIPTION

VIDEO CONFERENCING SPECIALIST

Hancock, Jahn, Lee & Puckett, LLC [d/b/a: Communication Axess Ability Group] has an immediate opening for a Video Conferencing technical professional. We are a company specializing in the provision of sign language interpreting solutions and advocacy services for deaf and hard of hearing consumers.

Job Purpose: The purpose of this job is to provide audio/visual conferencing and multimedia support for the provision of sign language interpreting solutions for Video Remote Interpreting (VRI), Video Relay Services (VRS) and audio/visual multi-point conferencing using a mix of available platforms. Candidates must have the ability to communicate knowledgeably, provide positive customer service functions and understand the various technologies in the video conferencing field. Successful candidate will possess technical knowledge related to design and development of video conferencing applications according to prescribed standards and protocols (including h.323/SIP).

Job Requirements:

- Bachelor’s degree in Computer Science or equivalent technology training with 2 to 4 years experience in desktop support including audio/visual equipment use and set up.
- In depth knowledge and practical application of video conferencing technologies and protocols (H.323, SIP, H.264, etc.)
- Ability to communicate using Sign Language.
- Ability to deal effectively with senior and mid-level executive/management teams in resolving technical conferencing issues and questions.
- Ability to test, troubleshoot and work independently to resolve both customer and executive issues or problems.
- SQL database skills.
- In depth knowledge and experience in systems wide audit and security controls.
- General Windows operating systems experience.
- General helpdesk experience. User support in a small to medium size company environment.
- Basic networking understanding and skills including firewall compliance with video standards.
- Independent problem solving skills.
- Some on-call or after hours work may be required.
- Effective communications skills.
VIDEO CONFERENCING SPECIALIST - continued

Job Details:

Audio Conferencing – experience with NEC and other digital voice systems.

Video Conferencing – experience with Polycom, Cisco/Tandberg, other video conferencing equipment providers. Familiarity with VRS endpoints, and applications for PC, Mac, Android, iOS and others. Evaluate and test various equipment and endpoints for VRS platform. Polycom video bridge support, MSOutlook interoperability. Implement installation, instruct and coordinate client use of video conferencing systems/applications for VRI and VRS solutions. Familiar with QoS and how it relates to video conferencing.

Web Conferencing – Good knowledge of MS LiveMeeting, NetMeeting, GOTOMEETING, TeamViewer and Polycom web streaming applications and technologies.

Audio/Visual Equipment Support – Configure or troubleshoot laptop/desktop A/V presenter equipment, Polycom CMA server and gatekeeper, NEC digital phone system and other peripherals throughout the company. Troubleshoot VRI and VRS interpreter station functionality issues. Online monitoring of various equipment and call logs for remote call centers. Assist with equipment setup at new call centers or new VRI customer sites as required (may include some travel). Provide technical support for VRS customers that may have issues with software installation or home firewall/router configuration.

Project Management – assist with project management functions in regard to development, upgrade and delivery of VRS and VRI applications as necessary.