

## Position Listing

***Position Title:***

AV/VTC Technician

***Place-of-Performance:***

Norfolk, Virginia

***Start-Date:***

***Position Type:***

1099 Contract, 1672 Hours per year

***Clearance:***

Active Secret DOD/NATO

***Description:***

- Responsible and supervise for the VTC and audio/visual (VTC and A/V) services provided by the CSU in accordance with extant service level agreements and other formal service provisioning arrangements;
- Coordinate directly with the relevant front office staff to provide VIP level VTC facilitator services to JFCNF and SACT HQ, on behalf of the CSU Commander. Coordinate with HQ JFCNF's customer office of prime responsibility (OPR) to manage the provision of "best effort" VTC facilitator support to the FOGOs and HQ staffs;
- Coordinate with HQ JFCNF's customer OPR to establish requirements for VIP conference support (i.e. VTC and A/V), translate that requirement into agreed service provisioning in accordance with the extant service level agreement and manage the delivery of the agreed services;
- Liaise with the Agency's VTC Network Operations Centre to ensure seamless service delivery across the NATO enterprise and, as required, function as the Agency's gateway for establishing VTCs between the NATO enterprise and external customers in N. America with a particular focus operational VTCs between the USN afloat assets and afloat assets from the other Allies; Function as the CIS point of contact (POC) for VTC and A/V asset management and provide first & second line support for the managed

assets in accordance with service agreements and applicable support contracts throughout the CSU Norfolk area of geographic responsibility (AoGR);

- Function as the NCI Agency point of presence in N. America for all VTC and A/V services including the supporting the management of industry contracts;
- Responsible for ensuring that VTC and A/V inputs are accurately reflected in budget, project and program developments and submissions;
- Be the subject matter expert for all VTC and A/V matters including the development of courses of action and applicable risk assessment;

***Qualification:***

- At least 8 years' relevant experience as a VTC and Audio Visual Lead Technician;
- Practical experience in planning, installing or maintaining audio/visual equipment and their associated voice or data terminal, line and routing equipment;
- Experience in the installation, maintenance and repair of Audio/Visual and Simultaneous interpretation equipment;
- Experience in a customer service support environment;
- Experience in problem and incident management.

It is considered highly desirable if you can demonstrate:

- Prior experience of working in an international environment comprising both military and civilian elements;
- Cisco Certified Network Associate (CCNA) Certified;
- Polycom Certified Videoconferencing Engineer (PCVE) Certified;
- Info Comm AV Installation Level 1: System Fabrication;
- NATO Video Tele Conferencing Servers (VTC MCU) Course;
- NATO HD Video Tele Conferencing Facilitator (VTC HD);
- Working knowledge of Crestron Control Units.
- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- Relating and Networking - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

- Relating and Networking - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humor appropriately to bring warmth to relationships with others.
- Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
- Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.
- Learning and Researching - Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organizational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).