

Conference Room Support Technician

Position Description and Success

- This position will report onsite at a downtown DC location.
- The role requires onsite installer services to 1) replace end-of-life (EOL) audio-visual (AV) equipment with GFE; 2) upgrade the firmware on AV equipment; 3) install display and camera wall mounts, ceiling array microphones, and wireless wall-mounted microphone receivers; and 4) run
- AV cabling. The position will require travel and work for one week each at four regional government offices. Qualified individuals should be capable of supporting AV enhancement installations and replacing EOL AV equipment with GFE equipment.

Project Delivery

- Serve as a member of the operations project team that delivers proposed solutions to the customer to ensure deliverables are met. Provide customer/business orientation, technical input, and overall project consultation. When designated, performs the role of Project Manager for selected projects.
- Provides guidance and training to less experienced programmers and installation technicians; Provide status reports and briefings to management on a needed basis
- Troubleshooting, re-installation, and new installation of electronic communication systems, including but not limited to video teleconferencing (VTC), audio-video (A/V) presentation, cable TV distribution systems, and equipment. Assists with voice/data structured cabling installations.

Education/Skills Requirements

- High school diploma required, Associate's degree or higher preferred. CTS certification preferred.
- **Crestron** systems experience.
- Strong understanding of web-based video conferencing solutions, **Teams**, Zoom, WebEx.
- 2+ years of experience with A/V Installation and 1+ years of Crestron and QSC programming, certification strongly preferred.
- Minimum of three (3) years of experience working as a technician, including experience working with Digital Projection Systems, Plasma and LCD Monitors, Cameras, Video Switchers, and Audio and Lighting Systems.
- Effectively communicate in English, in both written and oral forms. Must be able to bend, squat, crawl or climb and lift up to 50 lbs. Must demonstrate critical thinking and analytical reasoning skills. Ability to work on multiple priorities effectively.

- Demonstrated track record of the ability to execute assigned project tasks within an established schedule.
- Ability to prioritize conflicting demands.
- Ability to work collaboratively in a team environment. Possesses sound documentation skills.
- Basic understanding of data communication principles. Basic familiarity with network troubleshooting techniques.
- Basic understanding of network traffic management concepts
Basic understanding of DHCP and DNS services
Demonstrated understanding of IP Addressing
- Demonstrated understanding of common operating systems (Windows, Linux, MAC, etc.)
- Ability to articulate and explain the function of network switching or how layer 2 technology functions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Driver's License

Desired Characteristics

- Cabling experience and be capable of reading and interpreting blueprints, drawings, and schematics
- Customer Service Orientation: The ability to provide excellent service to clients and ensure their complete satisfaction. This includes greeting and interacting with clients in a friendly and enthusiastic manner, building trust, anticipating, and meeting client needs and preferences, remaining calm and professional when dealing with clients that are difficult or upset, taking ownership of client issues or problems, and taking action to quickly resolve problems.
- Interpersonal Skills: The ability to develop and maintain professional, trusting, and positive working relationships with managers, supervisors, staff, coworkers, guests, and vendors. This includes being cooperative, approachable, and taking time to listen to and address others' questions or concerns; treating others with kindness, respect, and dignity; and expressing empathy and compassion when dealing with the needs and problems of others.
- Microsoft Office: The ability to use Microsoft Excel, Word, Access, PowerPoint, and Outlook computer programs proficiently.
- Computer Skills: The willingness to learn and ability to use computer systems and software packages to input, access, modify, store, or output information or to execute programs or analyses. This includes the ability to enter and retrieve data from computer systems using a keyboard, mouse, or trackball.

- **Planning and Organizing:** The ability to set priorities, plan and coordinate work activities, and obtain and manage resources so that work objectives are accomplished efficiently.
- **Detail Orientation:** The ability to attend to and verify the accuracy and completeness of details in work activities. This includes focusing on the small details of work activities and taking the necessary time to ensure that all the details of completed work are correct and of high quality.
- **Conferencing:** Knowledge of conferencing equipment in order to establish necessary connections between the various parties.
- **Internet:** Knowledge of the hardware necessary to establish wired or wireless internet connections. This includes the ability to troubleshoot common connectivity issues.
- **Computer Connections:** The ability to make connections between computers and peripheral devices including LCD projectors, monitors, printers, external storage devices, and audio devices.
- **Set Layout:** Knowledge of the standard room set-ups for different types of events.