



VTC AV Bridge Operator

Role and Responsibilities

- This individual will serve as a key member of the Fort Eustis Headquarters Training and Doctrine Command (TRADOC) Video Teleconferencing (VTC) / Audio Video (AV) Support Services contract providing VTC/AV services within the command and to outside agencies.
- Serve as first line of defense to address problems with VTCs and calendar scheduling on more than 100 end points
- Coordinate troubleshooting with various Military and DoD agencies on all issues relating to scheduled and in progress VTCs
- Management of multiple concurrent VTCs (10+) using advanced tools and software
- Handle scheduling and coordination of upcoming VTCs and SharePoint calendars
- Operate and facilitate conference rooms during scheduled VTCs and high visibility events
- Interact with senior level Military personnel and Government Civilians
- Adjust within an ever changing military command environment to meet mission requirements

Knowledge Required Qualifications and Education Requirements

- Knowledge of VTC networks: H.323, H.320, DISA Global Video Services (GVS)
- Knowledge of performing over the air rekey (OTAR) of COMSEC devices
- Familiarity with Crestron, Havisson, Cisco, ClearOne, Market Central, and Tandberg equipment
- Experience with SNMP Management system; like TMS
- Excellent customer service skills
- Excellent verbal skills
- Excellent written skills
- Excellent organizational skills
- Full time
- Occasional flexibility in schedule expected
- Speak English fluently
- Secret Security Clearance
- 5-7 years related experience

Preferred Skills

- Cisco Certified Telepresence Operations and Support Technician certification
- Experience working with different levels of management, especially high ranking military officials
- Positive attitude
- Experience handling customer service relationships in a fast paced environment

Interested parties should email their resume to careers@isoftusa.net