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## *Video Network Operations Centre (VNOG) Support Technician*

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience. "We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

### **POSITION OVERVIEW**

Pinnaca is searching for a VNOG Support Technician to provide advanced second-level network and application support to our customers in a video and collaboration environment. VNOG Support Technicians are responsible for continuous maintenance and monitoring of videoconferencing applications and services. In collaboration with supporting partner teams, the VNOG Support Technician implements and manages video infrastructure and endpoint solutions for LANs and WANs in highly available, scalable, secure network environments including customer owned and managed networks. Additionally, the VNOG Support Technician handles customer service requests and performs escalations while analyzing and resolving technical issues in a timely and accurate manner.

## MAJOR DUTIES AND RESPONSIBILITIES

- Troubleshoot and provide technical support to resolve customer issues for videoconferencing endpoints and infrastructure
- Troubleshoot and provide technical support to resolve customer issues and/or outages for network circuits
- Respond to customer inquiries via our support line and assist with technical troubleshooting or change requests in accordance with Service Level Objectives
- Manage, configure and test various collaboration devices and technologies such as Cisco, Polycom, PEXIP and Vidyo to ensure they are running to a set standard
- Interface with various vendors and carriers on behalf of customers to support issue resolution
- Deliver projects as assigned including upgrading customer estates or infrastructure
- Independent research for projects; assessing risks and advantages (e.g. customer estate software upgrades)
- Progress daily trouble ticket updates in accordance with customer Service Level Objectives
- Support remote work at Pinnaca POP (Point of Presence) facilities
- Creation and adaptation of documentation pertaining to processes and procedures
- Work with Tier 3 Team on projects and issues when needed
- In accordance with ISO27001, you are required to abide by our security policy. You will also be responsible for promoting employee awareness of the security policy and enforcing compliance with information asset security-controls

## REQUIRED SKILLS

- Fundamental knowledge of gathering and diagnosis of logs from network equipment, servers, and network attached appliances

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- Fundamental knowledge of processing tickets utilizing incident management and problem management.
- Fundamental knowledge and experience supporting enterprise networks and configuration of static routes

### DESIRED SKILLS

- Experience providing top level customer support and technical assistance through verbal and written interaction with customer representatives.
- Fundamental knowledge and experience supporting videoconferencing and collaboration infrastructure made by such manufacturers as Polycom, Cisco, PEXIP, and Vidyo
- Fundamental knowledge of H.323 and SIP communication protocols
- Fundamental knowledge and experience supporting video conferencing software clients such as Vidyo Desktop, Cisco CMS, and Microsoft Skype for Business
- Fundamental knowledge and experience supporting browser based video technologies such as WebRTC.
- Fundamental knowledge and experience supporting MPLS/IP/VPN networks
- Fundamental knowledge and experience supporting VPN/Firewall technologies
- Fundamental knowledge and experience supporting Quality of Service, IPSec, GRE tunnels, multicasting and traffic balancing techniques
- Fundamental knowledge of network packet capture techniques and tools (such as WireShark).
- Fundamental knowledge and experience supporting Virtual Server Management: VMware/ESXi/Vsphere applications
- Fundamental knowledge and experience supporting DNS Administration and SSL Certificates
- Fundamental knowledge and experience supporting Linux Operation Systems
- Fundamental knowledge and experience supporting Skype for Business (MS Lync) infrastructure

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- Fundamental knowledge and experience supporting Microsoft Operating Systems
  - Fundamental knowledge and experience supporting Network Management tools, such as Zenoss, Zabbix, ScienceLogic and Vyopta

#### **POSITION REQUIREMENTS**

- Working within a shift rotation that includes days, evenings and weekend availability

#### **PERSONAL ATTRIBUTES**

- Excellent communication skills (spoken and written English)
- Ability to work in a fast-paced team oriented environment
- Exceptional customer rapport and relationship development capabilities
- Professional demeanour, strong interpersonal skills
- Ability to work, converse and solve issues with mixed ranged abilities from, dedicated network engineers, to on site tech's and un-technical users
- Ability to independently study and improvement on new and existing technologies

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_