

## *SNOC Technician*

**Pinnaca** is a world leader in the video conferencing market. Pinnaca has locations all over the world, and helps companies communicate easily and effectively through our managed video conferencing solutions. Video conferencing is at the forefront of collaborative technologies designed to deal with global business. Pinnaca manages user's video conferencing experience across multiple platforms through immersive Telepresence, boardroom, desktop and mobile solutions.

### **POSITION OVERVIEW**

Reporting to the SNOC Team Lead, working a shift rotation of 13x7 (8 hours per shift), the highly skilled video and innovative IP Network Engineer will play a key role in delivering cutting edge video technologies on a global basis as part of Pinnaca's Virtual Presence managed services portfolio. We are looking for a team player with demonstrated success in creating and delivering real time IP based collaboration services. If you have a solid foundation in IP Network engineering and a track record of implementing and optimizing IP Networks for Real Time Network solutions, then we want to speak with you. **5 Years UK residency is required to be considered for this position.**

The successful candidate will have proven experience supporting carrier grade, highly available IP Networks. The individual will bring expertise and best practice knowledge in application and theories of robust IP Network Design and Implementation.

### **MAJOR DUTIES AND RESPONSIBILITIES**

- Configure, deploy and support Video infrastructure in global Points of Presence
- Troubleshoot and provide technical support to resolve customer issues for videoconferencing endpoints and infrastructure
- Progress daily trouble ticket updates in accordance with customer Service Level Objectives
- Support remote work at Pinnaca PoP (Point of Presence) facilities

- 2nd / 3rd level support of the production IP Backbone and Video infrastructure
- Develop and execute on strategic imperatives that deliver a best in class video experience to our customer base.
- Understand and evaluate the latest technologies available in the marketplace
- Manage activities and relationships with associated vendors and manufactures
- Work directly with Management and End-Users to determine current and future needs, evaluate and test technologies to meet service descriptions
- Responsible for development and delivery of video Systems End-User and Technical Support training.
- In accordance with ISO27001, you are required to abide by our security policy.
- Develop internal documents for event analysis, troubleshooting support, network infrastructure documentation and maintenance procedures

## SKILLS REQUIRED

- Three to five (3-5) or more years' experience in carrier class IP Network Backbone Implementation, Management, Trouble Shooting and Evolution.
- Solid understanding of IP and ISDN networks.
- An understanding of and experience with videoconferencing standards including (but not limited to) H.323, SIP & H.460
- Experience with BGP, MPLS, OSPF, etc. – Routing and switching

- Understanding of Security Best Practices – Firewalls, ACLs, and Other Network layer Security protocols.
- Sound usage of Microsoft Systems and Practices
- CCNA or equivalent (desirable, but not mandatory)

### **PERSONAL ATTRIBUTES**

- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential.
- Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- High level of integrity and dependability with a strong sense of urgency and results-orientation.
- Excellent communication, and documentation Skills

### **EDUCATION AND EXPERIENCE REQUIRED**

- A minimum of College Diploma or University Degree
- A minimum of 2 years in a technical support environment
- **5 Years UK residency is required to be considered for this position.**