



UTAH EDUCATION NETWORK

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VOC Tier 1

Computer Professional: Video Help Desk

Qualifications: One year of experience in electronics, computers and computer networks or equivalency required. Demonstrated interpersonal and customer service skills with strong phone skills and multi-tasking abilities. One year or more experience in a technology related Help Desk/Call Center environment is strongly preferred. Television and network operations experience strongly preferred.

Duties: Provides support in the Video Operations Center (VOC) of the Utah Education Network's Instructional Video Conferencing System.

This position provides the following: assists in maintaining the daily system schedule of events; supports to end site locations; collects information on system and site problems; initiates trouble tickets; troubleshoots and assists with implementation of corrective action; communicates information on network failures to staff and stakeholders; maintains a daily log of site and network problems, testing, maintenance and troubleshooting; assists Field Engineers in troubleshooting, diagnosing and resolving video and data network problems (Diagnosing network, circuit, end site equipment problems, use various software tools and applications for management, intervention and diagnosing of issues). VOC is responsible for the switching of different system resources and modifying of topology for pre-scheduled and ad-hoc events, conducts live switching and facilitation for events on the EDNET system (conducts test periods and facilitation of events), and ensures that data connections to routers are maintained for video traffic. VOC is also responsible for the coordination, initialization, monitoring and capturing of various events and productions for use with media streaming services and assisting field operations and engineering staff with the testing and implementation of new technology used by the EDNET system. VOC staff members are expected to act as representative of the Utah Education Network to network partners, other UEN staff, end site staff and various stakeholders of the UEN network and the Instructional Video Conferencing system throughout Utah in a professional and helpful manner.

This position requires flexible, non-standard working hours.

Utah Education Network is a statewide consortium of higher education, public education and libraries. In addition to broadcast services, UEN's high speed data network connects Utah colleges and universities, school districts and public libraries. UEN services benefit more than three-quarters of a million Utah students, educators and life-long learners.