

Job Opening

Job Posting: January 2022

**Application Deadline: 30 days or
until position is filled**

JOB TITLE: Telecom Audio Visual (AV) Specialist

LOCATION: NYC

DEPT: Information Technology

BASIC FUNCTION:

Focused on the effective high-quality delivery of audio visual / telecom services throughout ESD's organization. This individual will be tasked with installing, configuring, supporting and troubleshooting ESD's line of AV equipment, software applications and VOIP telephones. This individual will also be responsible for researching potential enhancements and developing proposals on how to improve the environment.

WORK PERFORMED:

- Install, configure, support and administrate AV, Telecom, and supporting equipment at all ESD office locations
- Set up, host and support conference calls and video teleconferencing meetings using 3rd party applications and ESD in-house hardware
- Optimize AV configurations to ensure high-quality broadcasting
- Monitor live feeds for quality and troubleshoot performance issues
- Provide onsite and in-meeting technical support during critical board and executive meetings
- Assist with Zoom, Webex, MS Teams and other meeting application setup, configuration and administration
- Set up and maintain VOIP equipment for ESD staff throughout organization
- Perform moves, adds and changes as it relates to VOIP telephones
- Train new employees to use telephone system
- Occasional travel to remote offices to install, configure or troubleshoot AV equipment
- Assist with ESD Disaster Recovery efforts
- Perform other related duties as required by IT management

Position expected to work onsite and/or remote consistent with NYS and ESD guidelines and needs.

EDUCATION & REQUIREMENTS:

Two (2) year degree with a minimum of 5 years' experience; Or, any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. AV certification helpful but not required.

Relevant Experience required: Extensive experience in the role of AV/Telecom Technician.

Knowledge required: Extensive experience with AV hardware such as Polycom. Knowledge of SIP and H.323 protocol. In-depth knowledge of conference calling applications such as Zoom, WebEx and MS Teams. Ability to work with a diverse group of people at both a functional and technical level and communicate at a level appropriate to audience; Ability to work both independently and as part of a team; Strong written and verbal communication skills.

APPROXIMATE HIRING SALARY: Up to \$85,000 (w/ comprehensive benefits package)

INQUIRE

Sarah Allende – HR Recruiter, Human Resources Dept.

External Candidates: Send resume to resumes@esd.ny.gov, indicating job title in subject line and salary requirement in email body

Internal Candidates: Complete [Posting Application](#) and attach a copy of resume

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