

VTC and VoIP Support Specialist with TS/SCI – Ft. Huachuca, AZ

Job Description: A mission-driven professional with current TS/SCI clearance to support VoIP (Voice over Internet Protocol) and VTC (Video Teleconferencing) for the cutting-edge technology that is currently being employed throughout Ft. Huachuca.

Hawk Associates, a Service Disabled Veteran Owned Small Business (SDVOSB), provides Information Technology/Cybersecurity and C5ISR support to the DoD Joint Warfighter, non-DoD Agencies, Government organizations, and Commercial Industry. Join us – dedicated professionals getting the job done right...the first time.

Responsibilities:

- Operates VTC suites
- Maintains DISA IAVM/STIG compliance of VOIP network devices and Cisco Unified Call Manager (CUCM)
- Ensures DISA IAVM/STIG compliance of Desktop VTC and Room based VTC equipment
- Provides direct customer support of Voice and Video equipment

Requirements:

- Current TOP SECRET security clearance with SCI eligibility. Ability to obtain a CI Polygraph after start of employment.
- Bachelor's degree with a minimum of 2 years relevant experience OR a Master's degree. An additional 4 years of experience may be substituted in lieu of a degree requirement.
- Basic knowledge and understanding of network typologies and network protocols.
- Knowledge of VTC processes and procedures; have comprehensive AV/VTC skills along with excellent customer support skills.
 - Projection systems/display devices
 - Switching, routing, and interface technology
 - VTC and Audio-conferencing technologies
 - Up-to-date awareness of AV and IT technologies and their features
 - Ability to operate touch panels
 - Ability to read and follow AV system flow diagrams and support documentation
 - Excellent interpersonal skills, accuracy, and attention to detail
 - Ability to accurately report system health status and identify pending system maintenance requirements with supporting data.

Preferred Qualifications:

- Current CompTIA Security+ CE certification (IAT II or higher)
- Knowledge of Cisco Unified Call Manager
- Knowledge of Cisco and Tandberg Video Teleconferencing equipment
- Knowledge of DISA STIGs and the ability to create STIG checklists