

**Position Title:** Telecommunications Analyst / Audio Visual Technician

**Full Time/Part Time:** Full Time

**Projected Start Date:** ASAP

**Work Location:** Honolulu, Hawaii

**Security Clearance Requirement:** Top Secret / Sensitive Compartmented Information (TS/SCI)

**Anticipated Need to Travel:** N/A

**Special Qualifications:**

- Possess experience using Microsoft Office tools (Word, PowerPoint, Excel, and Outlook) in preparing papers, and briefings for the PACOM Staff as required.
- Be “Certified Technology Specialist” (CTS) and “Security+” certified.
- Possess experience in A/V and VTC systems and operations.
- Microsoft Office Visio or AutoCAD experience is preferred.

**Summary of Job Duties:**

- Manage and sustain HQ USPACOM A/V and VTC systems for full operational capability per mission requirements. The Contractor may be tasked to support real world contingencies/operations and exercises in support of the HQ USPACOM mission.
- Provide first-line (Tier 1) troubleshooting and maintenance for all the hardware and software configurations of USPACOM A/V and VTC systems, A/V infrastructures and components, and AMX brand A/V control systems to internal and external organizations as directed and required.
- Provide recommendations for new A/V system hardware and software and recommend improvements to existing A/V systems as directed and required. Provide official written recommendation on A/V and VTC solutions and complex trouble resolutions.
- Ensure proper steps are taken to troubleshoot and resolve problems, raise the problem to the appropriate resource level and be responsible for the problem until resolution.
- Provide accurate A/V and VTC documents, diagrams, and programming codes as directed and required. Documents, diagrams, and programming codes will be safeguarded, filed, and stored appropriately and furnished to the Government upon completion of task or contract, whichever occurs first.
- Ensure A/V and VTC systems meet USPACOM Information Assurance (IA) and USPACOM Security Office Federal, DoD, local, and industry policies/standards for security compliance.
- Account for and provide an accurate equipment (hardware and software) inventory list quarterly.
- Provide A/V and VTC systems and equipment training to newly assigned J6421 personnel as required and develop and maintain A/V and VTC Standard Operating Procedures (SOPs) as directed.
- Provide a monthly status report to summarize the work accomplished and describe the work planned for the following month. The report also shall highlight problems, issues and/or concerns requiring USPACOM assistance to resolve.