

Video Solution Engineer

Job Description

Job Title	Video Solution Engineer
Department	Cloud & Field Services
Location	Field / Remote (UK)

The Company

Nuvias Unified Communications (formerly known as SIPHON) is the Unified Communications Practice for Nuvias Group, a leading, high-value, solutions-led EMEA distributor. Our success is based around the key philosophy of ‘**Innovate, Enable & Support**’ underpinned by a strong technology focus and comprehensive in-house technical expertise. Operating a channel only model to deliver a range of services and solutions to end users via service providers and technology resellers, Nuvias UC is focused on driving sustainable and substantial growth for its key vendor partners. Ultimately, Nuvias Unified Communication acts as a UC technology enablement partner - this allows our reseller partners to focus on their own success whilst we ensure that it all works together to deliver a high quality and repeatable service experience.

The Role

The Video Solution Engineer will be accountable for assigned projects, trials, and products by ensuring that the customer’s requirements are met at every stage. They must ensure that the most appropriate technical solution is chosen through technical discussions with stakeholders and outlined in a solution design. Their responsibility will extend to the delivery, testing, customer sign off and handover into the relevant support team for the solution.

They will be encouraged to take responsibility for developing their own knowledge and experience, allowing them to make the best decisions for the customer and Nuvias UC by ultimately being the subject expert in their field.

Job Specification

Day to day your responsibilities will include:

- Completion of assigned technical projects in accordance with the agreed proposal, timescales, and commercial terms. Includes all necessary technical and project management aspects.
- Completion of all relevant project process documentation
- Monitoring of project commercial milestones and reporting of projects which are due for invoicing or which are falling behind.
- Delivery of internal and external technical training.
- Supervision of assigned customer trials, including regular customer contact and management of any issues identified by the customer.
- Ensuring any necessary professional services activity completed is appropriately recorded on the required systems in an accurate and timely manner.
- Providing technical input into the pre-sales process by guiding customers and sales to the correct solution.
- Providing overflow technical support as required and within SLA.
- Participating in the support out-of-hours rota according to policy and within SLAs.
- Providing overflow for IT support as required, specifically in relation to internal VC and UC platforms
- Aiding with the introduction of new VC and UC products and services within SIPHON where applicable.
- Prioritising and managing multiple projects at one time.

- Keeping internal documentation and systems relevant, readable and up to date, expanding where documentation is missing or inadequate.

We're looking for someone that has:

	Required	Desirable
Products	<ul style="list-style-type: none"> • Up to date Poly certifications in place, ideally PCVE • In depth knowledge of Poly Video Products including but not limited to; Group Series, Studio, Sound Structure. • In depth knowledge of Poly Infrastructure including RealConnect, Clariti, Resource Manager, Access Director • In depth knowledge of Pexip - including Infinity (Cloud and On Premise) • Certification and in depth understanding of at least one other VC vendor. • BlueJeans • LifeSize - Icon series 	<ul style="list-style-type: none"> • PowerShell • Exposure to Shell scripting • Virtualised Environments (VMware and Hyper-V) • Experience with Microsoft Azure Cloud or Amazon Cloud Services a plus
Processes	<ul style="list-style-type: none"> • Experience with ticketing systems and meeting SLAs • Understanding of Change Control processes • Experience in the creation of customer facing documentation • Video project Deployment • Experience in providing video project pre-sales 	<ul style="list-style-type: none"> • Testing new Hardware & Software versions to verify interoperability with future customer deployments
Experience	<ul style="list-style-type: none"> • 5 Years' experience working in a Video Engineering background 	<ul style="list-style-type: none"> • 3-5 years of working knowledge of H323 and SIP protocols. • General protocols: SIP, H323, H320, QOS, G711, G729, G723, Real-Time Audio, RTP, RTCP.
Qualities	<ul style="list-style-type: none"> • The ability to quickly learn new technologies, tools and skills. • Excellent communication skills • Ability to multitask and deal in fast paced environment. • Ability to work alone on tickets but not be afraid to ask for help. • Willingness to suggest ideas, different options and solutions. • Maintaining customer relationships • Troubleshooting / Problem solving 	

Here's what you'll get back:

- A job with excellent prospects in one of the fastest growing companies of its kind
- Training and certification on technology & vendor systems as necessary
- A relaxed and fun working environment
- Fantastic company benefits incl. Pension scheme, private healthcare, cycle to work scheme, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events... and much more!