Video Conferencing Expert

Total Position Open: 3

Location: Mumbai, Ballard Estate, Corporate Office, BPCL

The Requirements

Minimum 2 years' experience providing remote configuration, maintenance and support to AV and Conferencing technologies.

- Proven knowledge of AV equipment setup, configuration, and troubleshooting
- Knowledge of AV management software – Poly Lens, MS Teams Room Pro
- Knowledge of AV and Conferencing technologies – Poly. Microsoft, Crestron, MS Teams conferencing and telephony
- Excellent problem-solving skills and the ability to diagnose and resolve technical issues under tight timescales.
- Effective communication skills to interact with both technical and non-technical stakeholders
- Understanding of Fundamentals of Network Technology

Following will be Job description for these resources

Responsibilities:

Video Conference Management:

- Coordinate and schedule video conferences for top management, ensuring smooth VC experience.
- Set up and configure video conferencing equipment, ensuring proper functionality and connectivity.
- Conduct pre-conference testing as per SOP and address any technical issues and ensure a smooth virtual meeting experience.
- Technical Support:
  - ✓ Provide technical support during video conferences, troubleshooting any issues that may arise promptly.
  - ✓ Collaborate with IT support to address hardware or software concerns related to video conferencing systems.

Quality Assurance:

- Monitor and maintain the quality of video and audio during conferences to ensure a high level of clarity and professionalism.
- Implement best practices for video conference etiquette and etiquette guidelines as guided by BPCL Management.

Documentation:

- Keep detailed records of video conference schedules, technical configurations, and issue resolutions.

- Prepare and maintain documentation on video conferencing procedures and guidelines for reference.
- Prepare and sign daily checklist of equipment health.

Security and Confidentiality:

- Ensure the security of video conferences, implementing necessary measures to protect sensitive information.
- Educate users on security protocols and best practices to maintain confidentiality.

Training and Education:

- Conduct training sessions for top management on effective utilization of video conferencing tools and features.

Stay updated on the latest advancements in video conferencing technology and provide insights to enhance the virtual meeting experience.

<u>How to apply</u>

Interested candidates are invited to submit their resume along with a cover letter detailing their relevant experience and motivation to **contact@peopable.co.in please include position name in the subject line.**