

# FALCONWOOD INC.

## **About Falconwood, Inc:**

Falconwood, Inc. is a small, woman/veteran-owned business providing executive level consultants and programmatic support to Department of Defense Information Technology (IT) initiatives and programs. We provide expert consultation on a diverse range of IT subjects focusing on programmatic, acquisition strategy, implementation activities and Information Assurance policy and engineering. We support the total lifecycle of Information Technology systems and applications. We have an immediate opening for a **Tele-Conference (VTC) Operations Technician** who knows their way around the IT Operations environment. If you want to be part of a dynamic team and provide yourself with a daily challenge, this job is for you.

**Duty Locations: San Diego, CA**

## **Job Description**

As a member of the Headquarters support team, the VTC Operations Technician is responsible for supporting VTC and audio visual (A/V) equipment operations from multiple manufacturers, VTC and A/V industry standards, and wide area network (WAN) technologies as applicable to VTC operations.

## **Required Skills:**

- Hour (4) years of experience in supporting VTC and audio visual (A/V) equipment operations from multiple manufacturers, VTC and A/V industry standards, wide area network (WAN) technologies as applicable to VTC operations, developing and implementing communications tools for use between remote sites.
- Ability to think independently and innovatively
- Strong Oral and written skills
- Exceptional customer service skills
- Strong experience in use of the personal computer operations and technology
- Experience working as part of a team in a dynamic customer environment

## **Proficiency in:**

- Proficiency in Microsoft Office applications, (Word, Power Point, Excel, Access, and Outlook)

## **Qualifications:**

- Four (4) or more years of experience
- High School diploma or equivalent
- Must possess a Final U.S. SECRET security clearance

**Please reply directly to this position description with an updated resume and your salary requirements directly to Tiffany Cannon at [tcannon@falconwood.biz](mailto:tcannon@falconwood.biz).**

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Tiffany A. Cannon

Falconwood, Inc.

Office: 703.888.4328

Email: [tcannon@falconwood.biz](mailto:tcannon@falconwood.biz)

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