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Meeting Room Engineer (f/m/d)

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We are HCLTech, one of the fastest-growing large tech companies in the world and home to 225,000+ people across 60 countries, supercharging progress through industry-leading capabilities centered around Digital, Engineering, and Cloud. The driving force behind that work, our people, are diverse, creative, and passionate, raising the bar for excellence on a regular basis. We, in turn, work hard to bring out the best in them as we strive to help them find their spark and become the best version of themselves that they can be. If all this sounds like an environment you'll thrive in, then you're in the right place. Join us on our journey in advancing the technological world through innovation and creativity.

What you will do: Provide specialized hardware, software, and network problem diagnosis/resolution for customer's video infrastructure
Act as an escalation point for Client/Level 2 engineers
Route physical problems to onsite hands and feet support staff
Coordinate hardware maintenance activities with third parties (Poly, Cisco, Yealink) for hardware installation, troubleshooting, and fixing issues
Support hardware, software, and configuration of Video Endpoints/Servers as assigned by the Client
Work on Video Endpoints and Servers
Handle Microsoft Teams, Cisco Infrastructure, and Video Endpoints

What we are looking for: 3-4 years of relevant/preferred domain experience
Strong hands-on experience in supporting, troubleshooting, and administering Microsoft Teams Admin Center, Active Directory, and Microsoft Applications (Intune, Azure, O365, PowerShell)
Knowledge of Poly infrastructure (Poly Cloud, Poly Lens, RPRM Server, RealConnect, Endpoints like Trio, X series)
Experience with Cisco infrastructure (CUCM Server, Gateways, Webex Hub, Endpoints like Room Bar, Bar Pro)
Understanding of signaling protocols like SIP and H.323
Familiarity with ITIL Processes and adherence to them
Experience in multi-geo support for Video Conferencing environments
Strong communication skills, both written and verbal, with the ability to interact with customers and present solutions at CIO and CXO levels
Excellent leadership and presentation skills
Flexible in handling operational delivery and providing day-to-day support, remote installation, and troubleshooting of video conferencing equipment
CCNA-Video certification (preferred)
Ability to conduct technical training for internal team members

We promote equal opportunities for all employees, regardless of their cultural and social background, gender, disability, age, religion, beliefs, and sexual identity. We give priority consideration to severely disabled applicants and those of equal status in the case of equal suitability.