



Broadata Communications, Inc. (BCI), a subsidiary of Intellisense Systems, Inc., is a privately held, California-based corporation. BCI has a reputation as a leading and innovative company specializing in the development of market-driven products for the transmission of digital multimedia (video, audio, and data) over fiber.

Many of BCI's clients are world leaders in their industry, which span a wide variety of industry segments including entertainment, broadcast, medical, professional audio/video, house of worship, education, government, military, and transportation.

We are looking for a hands-on IT (Video) Network Engineer

The IT Network Engineer will be responsible to operate video networks, set up new users, and install video endpoints. He/she will deploy BCI's products and support ongoing maintenance, as well as support interfaces, products, and systems. He/she will provide customer support including troubleshooting, research, triage, and resolution of issues. He/she will also lead integration project tasks as assigned by collaborating with internal teams across the organization as well as externally with customers and interface partners.

This is not a remote position.

Essential Duties and Responsibilities:

- Install and operate new implementations based on BCI's solutions.
- Troubleshoot and resolve support issues performing and documenting root cause analysis.
- Build expertise in application design, architecture, and implementation.
- Analyze complex requirements and provide direction for implementation efforts.
- Professionally communicate issues and updates to internal and external stakeholders.
- Create and maintain technical documentation for all assigned implementations and applications.
- Identify opportunities for improvement to current processes and procedures.
- Other duties as assigned.

Education Required:

- Bachelor's Degree in Computer Science, Information Systems or related field.

Knowledge & Experience Required:

- 3+ years of professional experience in IT support, development, or engineering.
- 2 to 3 years of experience in Routing & Switching, LAN
- Familiar with streaming media protocols, such as RTSP/ RTP/RTCP, HTTP, RTMP, and SIP.
- Familiar with matrix switches and AV over IP protocols and architecture is a plus.

Skills Required:

- Excellent client-facing and internal communication skills with exceptional written and verbal skills.
- Strong customer orientation, active listening skills, and the ability to anticipate customer needs.
- Ability to handle multi-vendor products and environment.
- Ability to adapt in a dynamic environment and run multiple projects.
- Ability to work under stress and handle difficult situations.
- Strong analytical and organizational skills.
- Strong attention to detail and organizational skills.
- Able to work independently as well as within a team environment.
- Ability to organize and prioritize tasks and adapt to multiple interruptions.
- Ability to form relationships, work independently, and debate, respectfully.

Benefits:

- Medical, Vision, Dental Insurance
- 10 paid holidays
- 401(k) matching, 100% of the first 4% in eligible compensation
- Flexible Spending Account
- Voluntary Life Insurance