



Job Description

Job Title: Live Online Technician
Reporting to: Technical Operations Manager
Location: APAC (Philippines)

Job Purpose:

To be responsible for providing technical support for instructors and students in their assigned classes delivered through live streaming platforms.

Main duties and responsibilities:

- Managing the VM instance used for hosting and monitoring the online class sessions.
- Opening and closing the GoToTraining/Zoom sessions, starting and stopping recordings, and ensuring the recordings are backed up and placed in the proper folders on the VM.
- Monitoring the class operations channel in Slack and responding to issues immediately if they are tagged for the Technician.
- Troubleshooting and/or escalating audio/video issues, platform questions and any other technical difficulties that students or instructors are experiencing in their online platforms.
- Maintaining consistent communication with class moderators, vTAs, streaming lead and event planner to ensure daily tasks are completed and logged.
- Finding effective solutions to problems that may arise or escalating it quickly to your streaming lead for help if you do not have an immediate solution.
- Escalating issues that cannot be resolved within the class Ops Slack group to the Escalation Slack group and seeing resolution of issues through to completion.
- Logging any technical issues encountered throughout your shifts in the issues log.
- Following the Live Online Daily Play Sheet, which provides a detailed breakdown of duties you are responsible for and the times they should occur in the sessions you manage.
- Coordinating with the Moderator for online class starts, session timers, lunch breaks and class closings.
- Providing assistance to course Instructors, Moderators, and Teaching Assistants (TA's) on all technical aspects of their classes (e.g. streaming platforms, lab performance, localized connection issues, etc.).
- Auditing recordings and ensure that the course recording tracker is being updated.
- Carry out additional responsibilities as requested by your Team Manager.