Job Description

Job Title: **Operations Technician**

Reporting to: **Technical Operations Manager**

Location: **Mainland Europe**

Job Purpose::

To be responsible for the deployment and support of SANS network and audio-visual systems at live training events in the EMEA region, as well as supporting the live online streaming platforms utilised during these events.

Main responsibilities and accountabilities:

- Serving as on-site and/or remote technical POC for SANS live training events predominantly within the EMEA region.
- Acting as technical liaison between event and venue IT staff.
- Assisting in venue AV and network equipment setup at in person events.
- Troubleshooting venue network and/or internet issues that arise during events.
- Providing initial operational and security incident response at events, escalating as needed.
- Collaborating with the SANS Service Desk, Labs & Cyber Ranges, and Security teams in support of student facing IT needs.
- Providing assistance to course Instructors, Moderators, Teaching Assistants (TA's), and Virtual Teaching Assistant's (VTA's) on all technical aspects of their classes (e.g. venue network, streaming platform, lab performance, localized connection issues, instructor AV problems, etc.)
- Escalating issues that cannot be resolved within the first response Slack group to the Escalation Slack group and seeing resolution of issues through to resolution.
- Assisting in populating and auditing the Task Log each week.
- Logging any technical issues encountered throughout your shifts in the event issues log.
- Auditing recordings and verify that the course recording tracker is being updated.
- Ensuring all VMs that are needed for class are functioning correctly and active.
- Providing Service Desk triage and response for requests originating from the region.
- Contributing to continuous improvement initiatives to improve events and courses from a technical perspective.
- Contributing to Event Quality meetings if necessary.