Title: Managed IT Support Services II

Location: Overland Park, KS

Job Description: **JOB SUMMARY**

Creative Planning is a top tier wealth management firm that provides investment management services and full comprehensive financial planning in-house. Additionally, it provides managed IT solutions, encompassing network, application, infrastructure, and security management services. Our Managed Service Provider (MSP) team delivers proactive services and addresses unforeseen issues to ensure smooth and efficient client operations.

The primary responsibility of the **Managed IT Support Services II** is to provide clients with advanced remote troubleshooting to include system maintenance, configuration, and reliable operation of computer systems, cloud services, and servers. With at least one year of hands-on experience, they are punctual and excel in communication and crisis management, crucial in a fast-paced environment.

The **Managed IT Support Services II** may participate in premium client teams or serve as the primary technician for SMB clients. They should possess proficiency across multiple technologies, thereby augmenting their value in the role. Additionally, they are tasked with conducting thorough pre-project briefings and showcasing a track record of successful issue resolution within intricate environments.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

Job Duties:

- Daily time entry (minimum 8 hours)
- Client network documentation
- Assist with small projects and larger projects alongside specialists
- Handle service requests across diverse client environments
- Backup maintenance and administration
- Configure standard Exchange clients, including Outlook
- Install, troubleshoot, and customize MS Office Suite per client preference
- Understanding of and ability to install, configure and test workstation hardware including video cards, NICs, sound cards, hard drives, and PDAs

- Familiarity with Windows Server preferred
- Configure file, print, and remote access services
- Administration tasks including user/group management and file permissions
- Administer enterprise email applications
- Take ownership of tasks and ensure resolution
- Maintain quality standards in work
- Attention to detail in technical tasks
- Effective under pressure
- Recognize when to seek technical assistance
- Provide accurate time estimates
- Understand team success as individual success
- Quick learner with self-study abilities
- Clear communication of technical concepts to non-technical individuals
- Enjoy problem-solving and assisting others
- Self-motivated and able to work independently
- Collaborative team player

Required Experience/Qualifications:

- 3-5 years of technical IT experience
- Experience required with Windows desktop and server operating systems
- Understanding of TCP/IP and troubleshooting Internet connectivity
- Experience with routers and firewalls
- Experience with Terminal Services stand alone and farm configurations
- Understanding of the relationship between switches, hubs, patch panels and connecting nodes to a network
- Understanding of DNS services
- Working Knowledge of Switching Technologies – Extreme, Dell
- Working Knowledge of Firewall Technologies - SonicWALL
- Working Knowledge of Wireless Technologies - Ruckus
- Technician with three to five years' experience
- Switching, VLAN, Routing, Firewalling Support
- Mobile Messaging Technologies (ActiveSync) Support
- Server Hardware Technologies (CPU/RAID/iSCSI) Support
- Data Backup and Recovery Support, Corporate Antivirus Support, VPN Connectivity Support
- Consistently bills 2-X W2
- Has at least one certification - preferebly: MCITP, MCP, CCNA/CCDA/CCNP, Project+, Network+, Apple
- Solid dependable technician, follows directions and maximizes billing opportunities
- Consistently receives good client feedback