



Title: Support Services II

Location: Kansas City

Description: **About Us**

Creative Planning is revolutionizing the wealth management industry by providing comprehensive financial planning and investment management services under one roof. Our innovative approach extends to our cutting-edge IT solutions, where our Managed Service Provider (MSP) team plays a crucial role in keeping our clients at the forefront of technological advancement.

As a division of Creative Planning, we have the unique advantage of focusing solely on delivering exceptional service without the typical MSP pressures. This allows us to build something truly special:

Our People & Leadership

- **Authentic Leadership:** Our management team leads rather than manages, taking feedback to heart and supporting your growth while avoiding micromanagement
- **True Team Environment:** We don't just talk about teamwork – we live it. Our technicians actively support each other, share knowledge, and collaborate across teams
- **Thoughtful Communication:** We protect focused work time while maintaining strong collaboration. We favor clear, written communication over impromptu calls, enabling deep work and thorough documentation

Our Approach to Growth

- **Technical Breadth:** We're one of the few MSPs with deep expertise in both Windows and Mac environments, offering diverse technical challenges
- **Continuous Learning:** We encourage self-study and professional development, providing opportunities to work with cutting-edge technologies
- **Career Advancement:** From participating in premium client teams to leading SMB accounts, we offer multiple paths for growth

Our Client Philosophy

- **Relationships First:** Technical solutions are just a byproduct of understanding client needs and being their trusted advisor
- **Balance of Independence:** While we collaborate as a team, we trust our professionals to take ownership and work independently
- **Deep Work Philosophy:** We maintain strong client relationships while protecting focused work time through thoughtful communication practices

Our Rewards & Benefits

- **Results-Focused Culture:** We skip the pizza parties in favor of meaningful recognition through raises and bonuses
- **True Remote Freedom:** Enjoy the flexibility of genuine remote work with the option to use office space when needed
- **Shared Success:** When we double our revenue, the whole team celebrates with a company-sponsored trip – including flight allowance, hotel accommodations for you and a guest

The Opportunity

As a Support Services II specialist, you'll blend technical expertise with exceptional people skills to create outstanding client experiences. While your technical knowledge is important, your ability to build relationships, communicate effectively, and understand client needs is what will truly set you apart. This role goes beyond traditional IT support – you'll be a technical consultant, problem-solver, and trusted advisor to our clients.

What You'll Do

- Lead advanced remote troubleshooting initiatives for complex client environments
- Partner with premium client teams or take point as the primary technician for SMB clients
- Drive system maintenance, configuration, and reliable operation of computer systems, cloud services, and servers
- Participate in cutting-edge projects that shape our clients' technological future
- Collaborate with specialists on larger initiatives while independently managing day-to-day client needs

Technical Skills & Experience

- 3-5 years of hands-on technical IT experience
- Proficiency in Windows desktop and server operating systems
- Strong networking foundation (TCP/IP, DNS, routing, switching)
- Experience with enterprise technologies:
 - Switching technologies (Extreme, Dell, Ubiquiti)
 - Firewall implementations (SonicWALL, Ubiquiti)
 - Wireless solutions (Ruckus, Ubiquiti)
 - Server hardware (CPU/RAID/iSCSI)
 - Data backup and recovery systems
- At least one relevant certification (MCITP, MCP, CCNA/CCDA/CCNP, Project+, Network+, Apple) or equivalent experience.

What Sets You Apart

- You are a natural problem-solver who enjoys the challenge of complex technical environments
- You have a track record of building strong client relationships through clear communication and reliable service
- You are detail-oriented but never lose sight of the bigger picture
- You thrive in fast-paced environments and adapt quickly to changing priorities
- You are equally comfortable working independently or as part of a collaborative team