



Title: Systems Administrator

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. Recently, we have added Managed IT solutions to the suite of services we are able to provide to clients.

The primary responsibility of the **Systems Administrator** is to provide clients with advanced remote troubleshooting to include system maintenance, configuration, and reliable operation of computer systems, cloud services, and servers.

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

Job Duties:

- Work on and resolve helpdesk tickets that are either escalated or require a more advanced level of expertise to solve
- Delight clients by making interactions friendly, quick, and helpful
- Provide advanced remote troubleshooting
- Utilize ticketing system to manage and record progress of helpdesk tickets and projects
- Effectively maintain client documentation
- Review RMM dashboard and apply remediation actions as indicated by our processes
- Review regularly scheduled/automated actions as indicated by processes
- Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue
- Submit timesheets & expense reports
- Identify, communicate, and mitigate potential risks to the client
- Mentor "junior" service team members
- Follow and create SOPs for daily / weekly recurring tasks
- Follow security procedures and keep a vigilant eye for security issues during the regular course of your work with clients
- Identify opportunities for improvement and offer constructive suggestions to both clients and team members
- Seek out methods to save time by automating repeatable processes

Required Experience/Qualifications:

- A love of (and ability to) solve problems & challenges
- Advanced understanding of support tools, techniques and how technology is used to provide services
- Advanced understanding of operating systems, business applications, printing systems and network systems
- Advanced diagnosis skills of technical issues related of end-user hardware & software and network devices
- Advanced experience and knowledge of working with the Microsoft 365 Platform
- The ability to speak both Geek **and** human
- Ability to travel locally
- Experience utilizing IT tools including a ticketing system, RMM, and remote access.
- Experience handling escalated technical service requests.
- Experience with Microsoft Windows Server environments including experience with Active Directory, DNS, DHCP, GPOs
- Experience working either on a helpdesk or for another MSP or IT support business
- Experience with detailed aspects of networking (DHCP, DNS, VLANs, etc.) both LAN and WAN. Includes knowledge of proper email flow, DKIM, DMARC, and SPF

Preferred Experience/Qualifications:

- Experience with Windows Azure to manage cloud-hosted and/or on-premise environments
- Experience working with Apple Mac and iOS devices
- Experience with cloud-based storage solutions
- Implementing and managing Microsoft Hyper-V and/or VMWare servers and clusters
- Experience with Ubiquiti UniFi networking devices
- Experience with FortiGate firewall devices