



Title: Systems Analyst

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 Analyst** is to provide clients with troubleshooting to include issue problem solving, configuration, and reliable operation of computer systems.

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 for a wide array of client issues
- Utilize ticketing system to manage and record progress of helpdesk tickets and projects
- 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
- Navigate client documentation to help solve issues quickly, accurately, and consistently.
- Generate detailed documentation for issues that are either new or not yet documented
- Delight clients by making interactions friendly, quick, and helpful
- Provide remote troubleshooting
- Submit timesheets & expense reports
- Identify, communicate, and mitigate potential risks to the client
- 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

Required Experience/Qualifications:

- A love of (and ability to) solve problems & challenges in a client-facing role

- A basic understanding of operating systems, business applications, printing systems and network systems
- Ability to perform diagnosis skills of technical issues related of end-user hardware & software and network devices
- Experience and knowledge of working with the Microsoft 365 Platform
- The ability to speak both Geek **and** human
- Ability to travel locally

Preferred Experience/Qualifications:

- Experience using a ticketing system / RMM tool and PSA software
- Experience handling technical service tickets
- Experience with Microsoft Windows Server environments
- Experience working with Apple Mac and iOS devices
- Experience working either on a helpdesk or for another MSP or IT support business
- Experience with basic networking