



Clear North Technologies
3650 Annapolis Lane N., Suite 110
Plymouth, MN 55447
(952) 828-9434

Managed Services Support Specialist

Position Overview

The Support Specialist position at Clear North Technologies will support the clients and technologies in the Managed Services Division. The position will work directly with our clients' end-users of to provide support for their desktops, laptops and mobile devices. It will also work directly with our administrative team, delivery team and management staff to make sure our clients receive the highest quality customer service possible.

Essential Job Functions

1. **Support Desk:** ~50%
 - a. Answer the support desk phone, email and portal tickets to help clients with their PC or Mac issues
 - b. Responsible for 1st level support calls and escalation to 2nd level or escalate to expert resources when necessary in a timely manner
 - c. Open tickets in ticketing application and document what was done
 - d. Follow-up with all interested parties to make sure issue was resolved to their satisfaction
2. **Infrastructure & Development:** ~30%
 - a. VMWare administration
 - b. Windows server administration
 - c. Continue to look for better tools add to existing services or replace existing tools for the client
 - d. Work closely with end-user clients to help improve their IT environment by recommending the appropriate upgrades or new software and hardware.
3. **Service Delivery:** ~20%
 - a. Build and maintain onsite systems to specifications based on their purpose
 - b. Responsible for input into procedures used to the delivery of the solutions. I.e., how to answer the phone when a customer calls, how to update a client machine, etc.
 - c. Participate in the 24X7 reactive service offering by taking the rotation when scheduled. Typical issues are ISP/carrier, router, and server issues.

Secondary Job Functions

- Help to support and manage the hosted platform at Clear North Technologies, Inc.
- Work with the Clear North Technologies team to improve processes and workflow internally
- Project coordination of special projects as needed
- Become certified in various applications and hardware to improve your understanding of Information Technology

Back-up Job Functions

- Assist in system engineering functions when needed
- Administration of the Clear North Technologies internal systems

Requirements

- Exceptional documentation skills
- Exceptional written and oral communication skills
- Desk side or help desk experience
- Networking (DNS, TCP, VLAN, firewall, etc) architecture and troubleshooting experience

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- Experience with virtualization technologies
 - Experience administering Windows Active Directory
 - Excellent problem solving skills in gathering and evaluating information about the client's issues and needs in order to present positive options and solutions to our clients
 - Ability to accurately identify a problem's source on help desk requests while working remotely
 - Ability to communicate clearly to non-technical individuals
 - Ability to meet deadlines and multi-task daily priorities providing significant attention to detail
 - Work well in adverse situations while maintaining a pleasant demeanor
 - Exceptional process and organizational skills are essential in achieving a successful work environment
 - Must be able to work independently
 - Highly self-motivated to perform in a customer satisfaction driven environment

Other Skills/Abilities

- Must be able to use good judgment and possess knowledge of Clear North Technologies policies and operations so that sound business decisions are made
- Must be constantly learning relevant technologies to improve the personal skill set

People Management: Takes responsibility for own behavior, reviews and evaluates own performance, and takes measures to correct, discussing them with their manager. Will treat all people with dignity and respect and handles conflicts maturely and professionally. Works well with other people.

Leadership: Builds constructive relationships with customers, peers, subordinates, and managers. Takes calculated risks to improve performance or reach a challenging goal. Acts decisively and appropriately in a crisis and takes charge and controls the situation. Communicates clearly and effectively to all individuals associated with the task or project and is available to others for counsel and advice.

NOTE: This job description is not intended to be all-inclusive. Employee may be required to perform other related duties as assigned to meet the ongoing needs of the organization.
