



## JOB DESCRIPTION: TECHNICAL SERVICES SPECIALIST I

### Summary

CloudSAFE is looking for a full-time Technical Services Specialist I with the experience to be instrumental in the maintenance and support of its multi-tenant cloud solutions. This individual works well with a small team and enjoys the opportunity to work on a variety of IT systems and platforms. Overall, this individual will work selflessly to maintain the commitments and vision of the organization, even when such tasks don't fall within their core responsibilities or areas of expertise.

### Responsibilities

- Receive, troubleshoot, and resolve Level 1/2 customer support calls and tickets.
- Completes standard service requests on-time and on budget.
- Maintains Service Level Objectives around response and resolution times.
- Develops and maintains strong and trusting relationships with clients.
- Maintains accurate notes/ticketing for all issues worked on.
- Provides problem solving and technical expertise in the resolution of incidents and problems.
- Participates in evaluating innovative technologies/software and making appropriate recommendations.
- Participates in a rotating on-call support schedule.
- Available for occasional after-hours project and support work.
- Basic network troubleshooting, connectivity / latency.
- Participate in internal projects as required.
- Strong ability to prioritize and maintain calm during outages and other crises to help the team navigate through them.
- Assists in the development of operational best practices, procedures and standards.
- Performs other related duties as assigned.

### Education, Experience & Abilities

#### Required:

- 2+ years of relevant experience in IT operations and customer support.
- Experience with supporting virtual IT environments.
- Experience with supporting Microsoft Windows client and server operating systems.
- Experience using Remote Management and Monitoring software platforms.
- Basic understanding of IT security best practices.
- Understanding of ITIL best practices.

#### Optional Experience with the Following Technologies:

- VMware vSphere
- Microsoft Hyper-V
- Quest Rapid Recovery
- Citrix XenDesktop
- Citrix XenApp
- VMware Horizon
- Microsoft Office 365
- SolarWinds Orion
- Kaseya RMM
- ConnectWise Manage
- Veeam
- Dell Servers and Storage