

DMC Technology Group

Position: Managed Services Support Specialist

Business Unit: Network Infrastructure

Reports to: Art Jackson

Job Summary:

The Managed Services Support Specialist position is responsible for providing proactive and reactive services to DMC's managed services customers, including end users and technical staff. This position requires good technical and problem solving skills. A basic understanding of Active Directory is required along with the ability to create scripts to automate processes. Most important, this person must have excellent communications skills and manage customer expectations for problem resolution.

Job Responsibilities:

- Manage customer reactive requests via phone and e mail.
- Manage and close reactive tickets.
- Provide documentation of service desk processes.
- Onboarding and supporting managed service customers
- Visit client sites to perform proactive and reactive network support services as outlined in the customer's managed services agreement.
- Consult with customers on business technology needs and available options and solutions.
- Provide technical documentation of existing system configurations.
- Help customers keep technology in alignment with DMC standards and best practices.
- Provide input for quarterly customer meetings, identifying alignment issues and customer needs.
- Deploy and maintain automation technology (ConnectWise, LabTech, backup, AV, other tools) at DMC and customer sites.
- Deliver centralized services (patch management, backup, etc.) to customers according to DMC standards and best practices.
- Improve efficiency through automation of manual processes and reducing tickets.
- Provide automated reporting of key performance indicators (KPI's) such as % compliance with patches, backups, reactive tickets, etc.
- Provide documentation for processes (patch management, backup, etc.