

## **I.T. Manage Service Provider Needs Technical Superstar NOW**

Are you a Level 2 IT Engineer superstar who is looking for a fast paced, growing team to join? Do you like to take responsibility to get the job done, and yet like to collaborate with an impressive team? Business Systems Solutions would be an exciting career move for you!

Our focus is providing expert, friendly and highly-responsive outsourced IT services for small to medium business. Our team is dedicated to creating environments where there is no unplanned downtime and we love helping our Clients benefit from next generation technology. Meeting this challenge is fun, exciting, and personally fulfilling.

WHY ARE WE DIFFERENT? BSS' #1 focus is Customer Service which includes doing everything we can to solve an issue, resolve it as fast as we can, being proactive when we know a problem exists, frequent communication with clients along the way, and taking responsibility for the issue to get it solved.

Your specific responsibilities include:

- Resolve our Clients' technical challenges
- Manage and document all your work in the ConnectWise Manage
- Interact with team members to get questions answered
- Assist and support fellow team members
- Actively participate in meetings to improve our processes
- Learn and apply cool new technology from industry leaders

Job Duties will include:

- Servicing tickets for clients
- Managing security for small businesses
- Supporting networking, servers, workstations, and peripherals
- Visiting client sites for on site support of their technology
- Assisting with implementation of various projects such as servers, wireless, etc.
- Becoming a subject matter expert in one of our supported technologies
- Providing proactive service to our standard technologies

This is a full-time, long-term opportunity in our Kokomo, Indiana offices. This is not a short-term job or a remote position. We are in growth mode. If you like to help people solve problems in a FAST paced environment, are excellent at follow-up, and have a proven track record of being a great technical troubleshooter, then contact us immediately. We are hiring NOW.

We offer you:

1. Proven technology solutions that solve real business problems
2. Lots of challenging work to do that appeals to your desire to help people
3. A secure company and team environment where we all support your success
4. Proven systems and processes balanced with resources to achieve results
5. Compensation and benefits that reward your individual and team contribution
6. A team environment where your strengths are valued and developed
7. A place where your contributions are valued and you are encouraged

We are looking for people who are creative problem solvers who like to develop and follow proven processes, plus have 3-5 years or more experience as an IT engineer.

If you believe you are a match, please visit our website to learn more about us [www.bssconsulting.com](http://www.bssconsulting.com). Then email us **ALL** the information below. We are hiring immediately.

BUSINESS SYSTEMS SOLUTIONS CORPORATION IS AN EQUAL OPPORTUNITY EMPLOYER. YOUR RESUME AND INFORMATION WILL BE KEPT COMPLETELY CONFIDENTIAL. CANDIDATES MUST SUCCESSFULLY PASS A COMPLETE BACKGROUND CHECK PRIOR TO HIRE AND MUST HAVE A VALID DRIVERS LICENSE.

APPLY NOW: Please email the following to [Careers@BSSconsulting.com](mailto:Careers@BSSconsulting.com). Make the subject line of your email: IT Engineer position

- 1. Write me an email that:
  - introduces yourself
  - explains how you manage a service ticket from start to finish in a manner that makes your current clients love you
  - explains how you would deal with a difficult client
  - explains how you would react to a co-worker who tells you that your approach is incorrect and is adamant about it, when you are sure you are correct
- 2. Include your Resume

Do NOT respond if you do not meet the minimum requirements of at least 5 years' technical experience, preferably with a managed service provider or as an IT manager in a small business. We thank you in advance for your understanding and look forward to hearing from you!