

I.T. Manage Service Provider Needs IT Senior Engineer Superstar NOW

Are you a Level 2 or 3 Senior IT Engineer superstar with at least 3 years of experience 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!

We are looking for the ideal team player to join our experienced IT team. 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 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 our PSA
- 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
- Providing all aspects of IT for businesses, relying on our internal experts as needed
- Basically, being the IT Manager for several small businesses we would assign you to

Technical Skills looking for:

- #1 Office 365, Microsoft 365, Azure, Intune, etc.
- #2 General user support of LOB software, printing, Office, etc.
- Hyper-V, Servers, DNS, DHCP, AD, etc.
- Sophos firewalls
- Switches, networking, infrastructure

This is a full-time, long-term, CAREER opportunity in our Kokomo and West Layette, Indiana office. 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 and critical thinking problem solver, 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. Group health plan, Simple IRA, and other benefits as well
7. Company profit sharing plan
8. A team environment where your strengths are valued and developed
9. 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 some experience as an IT engineer.

If you believe you are a match, please visit our website to learn more about us 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. Make the subject line of your email: IT Senior 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 approach an issue where a client calls in and says they cannot get to the internet. Over the phone what questions do you ask, what do you try remotely?
- 2. Include your Resume

BSS will send a job application for all qualified candidates that will move on to the next step in the interview process.