FTG Business Solutions

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63576 N Highway 97, Suite 5
Bend, Oregon 97701

Position: Technical Services Manager

Status: Open until filled

Salary: DOE

Location: Headquarters (Bend, OR); telecommuting available

Qualifications: Business/Technical degree or coursework preferred, but not required

Experience: Previous experience in Help Desk and System administration

Skills:

- Excellent customer relation skills
- Excellent interpersonal skills
- Highly motivated and ambitious
- Positive verbal & non-verbal communication
- Excellent listening skills
- Ability to establish positive rapport with customers
- Troubleshooting experience and technique
- Ability to empathize and relate with customers
- Ability to take initiative and/or direction
- Ability to be flexible and adaptive
- Ability to act promptly in opportune moments
- Ability to manage diverse technical configurations and designs
- Ability to effectively manage stress
- Ability to maintain lasting customer relationships

Duties:

Daily Tasks:
Log into Kaseya software and check Monitor page for all Alerts and or Events.
    All Events, unless it is a known issue, must be research and cleared.
        Many Events can be researched and cleared through the Kaseya logs
        or through internet research.
    All alerts, unless it is a known issue, must be research and cleared.
    Alerts can usually be cleared through researching the Kaseya Logs.

Check that status of all backups that ran the previous day.
    All failures must be researched and cleared.
        Failures can normally be resolved by using the Kaseya logs.
        Other failures may need escalation to Kaseya and Acronis.

Field Daily HelpDesk and service coordination calls.
    Any incidental help desk calls will need to be answered and resolved in a timely fashion.
    All Service that must be coordinated with customers will need a follow up call, and be
logged into the system.

Weekly Tasks:
Review all the backup logs of all clients.
> This is to assure that nothing happens that doesn't trigger an event or alert.

Wednesday and Thursday morning, check for new patches that have been
> released. Often times, patches that are critical are released out of cycle.

Monthly Tasks:
Review all patches pending approval.
> If the patches apply to any of our client's operation, download the patches to the appropriate test system and install the patches. Once installed systems are tested to assure that there is no interference with normal operations.
> Approve patches for appropriate collections and deny to collections not needing the patch.

Schedule the patch to be deployed.
Check to see that patches install or the reason the install failed.