

Title: Technical Services Director_____

Department: Technical Services Management_____

Exempt/Non-Exempt: Exempt_____

Job Status: Full-Time_____

Pay Range: Depending on Experience_____

Job Category: Level II_____

Position Summary and Responsibilities:

Working as part of our Technical Services Management team, Convergence Networks is looking for a well qualified Technical Services Director. In this role, you will be working closely with the senior staff at a number of our accounts providing general IT leadership and consulting on a variety of different issues and providing recommendations for our clients. It will be required to consult, design and manage projects, visit with customers on a regular basis, and interface to explain critical IT issues. The ideal candidate would be someone in a senior level Systems or Network Administrator level looking to move up into a more senior level position. Candidate must have strong customer service skills looking to leverage their high end knowledge of IT solutions providing to build long lasting relationships with small to medium sized businesses. Candidates must also have a diverse technology background coupled with excellent verbal communication skills. In this position, you will be acting as the Chief Technology Officer for our clients.

Responsibilities will include working with business owners to give technology recommendations and budgeting for existing and future technology needs to help manage and maintain our existing client base of small and medium sized businesses. Additional responsibilities include maintaining profitability, account retention, and stability on assigned accounts. It is essential to respond quickly and accurately to the needs of our customers by acting as a liaison between our customer and our help desk. Solid communication skills and a professional appearance are vital for this position.

Skills Required:

- Professional communication skills, both verbal and written
- Ability to be timely and responsive to customer needs and requests
- Solid technical background and understanding with a variety of platforms
- Work effectively within a team as well as independently
- Manage multiple tasks and projects in an efficient manner
- Capable of understanding complex business and technical situations
- Ability to triage incoming customer issues quickly and efficiently

Preferred Skills:

- Project management skills
- Understanding of fundamental business operations and basic accounting, including Cash Flow and P&L statements
- Ability to determine risk assessment with regards to Meantime to Repair and Meantime between failures with regards to business needs vs. cost.

Education and/or Experience:

- Associates or Bachelors degree in IT or related field
- MCSE or MCSA certifications preferred
- 6 – 8 years minimum of relevant experience
- Previous experience in IT consulting or implementing solutions to small organizations or independent business owners

- Network Administrator, IT Manager or IT Team Lead experience

Technical Understanding of the Following:

- Desktop Operating Systems (2000 / XP / Vista)
- Server Operating Systems (2000 / 2003 / 2008, Linux)
- Email Servers (Exchange 2000 / 2003 / 2007)
- Backup Solutions (Veritas Backup Exec 9.1 / 10.0, 11.x DAT, DLT, LTO, AIT, Tape, Disk and online)
- Enterprise Antivirus Solutions (Symantec Enterprise Edition)
- Enterprise Firewalls and key feature sets (Cisco PIX, Netscreen, Fortinet, SonicWall)
- Wireless Access Points (Cisco, SoHo)
- Database Servers (SQL Server 2000 / 2005)
- Directory Services (Active Directory, Group Policy)
- Web Services (IIS, SharePoint Portal Services)
- Client server hosted computing
- Internet Protocols (DNS, SMTP, TCP/IP)
- Domain registration, DNS hosting, Email flow and Spam filtering technologies
- Remote Application Servers (Citrix MetaFrame, Windows Terminal Services, New Moon)
- Software Licensing Programs (Microsoft Open License, OEM, Retails, Symantec, Veritas)
- Server Hardware (Dell PowerEdge, Intel Whitebox)
- VPN (Remote Access, Site-to-Site, IPSEC, PPTP)
- VMWARE or Virtual Computing Technologies
- Wide Area Network Technologies (FT1/T1/T3, DSL, Frame Relay)
- Remote Control Utilities (VNC, GoToAssist, PcAnywhere)

Requirements:

- Reliable and insured vehicle
- Clean driving and criminal record

Benefits:

Convergence Networks has been rated as one of the Top 100 Places to Work in Oregon for the fourth consecutive year, as listed in Oregon Business Magazine. We offer many benefits to employees including:

- 401k match
- Medical, Dental, and Vision insurance
- 100% paid life insurance policy
- Optional short-term and long-term disability
- Certification and education reimbursement
- Competitive Paid Time Off (PTO) policy

Applicants must send their resume, salary requirements and cover letter to hr@cnwi.net for consideration. Convergence Networks is an Equal Opportunity Employer.