

Blue Valley/Networks Plus has an opening for a Managed Services Technician.

This position will be based out of the Manhattan, KS office.

Duties include:

- Configuring, installing & supporting Networks Plus managed services
- Monitoring network equipment and network performance across all managed systems
- Providing customer service & technical support for both customers and field technicians
- Troubleshooting hardware, software, and system issues
- Maintaining detailed documentation of customer environments & infrastructure
- Analyzing and responding to cybersecurity threat management platform alerts
- Analyzing, monitoring & making recommendations to improve performance of customer environments.
- Configuring, installing, and supporting Microsoft 365 Productivity and Security services
- Configuring, installing & supporting network infrastructure such as computers, printers, switches, firewalls, and other equipment.

Requirements:

- A+, Network+, or Security+ Certification, or equivalent required within first year of hire
- Training related to Networks Plus managed service product lines completed within 6 months of hire
- Moderate understanding of Windows Server and Desktop Operating Systems
- Excellent communication (both written & oral) and interpersonal skills
- Ability to work effectively in a team environment
- General awareness of technical troubleshooting processes and procedures
- 1 year experience direct end-user-facing customer support, preferred
- 1 year experience IT service & support, preferred
- Self-driven and motivated to provide excellent service
- Must be able to lift up to 50 lbs.
- Residency within 30 miles of Manhattan, KS
- Driver's license and good driving record, required
- Associates or Technical degree, required

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision insurance

We are an Equal Opportunity Employer.

Please send resume to hr@bluevalleyinc.net, or mail to Human Resources, Blue Valley Tele-Communications, 1559 Pony Express Hwy, Home, KS 66438

Salary: \$45,000.00 - \$50,000.00 per year

Schedule:

- Full-time, Monday to Friday

Ability to Relocate:

- Manhattan, KS 66502: Relocate before starting work (Required)

Work Location:

- In person