

Managed Services Specialist

Department:	Business Development	Last Update:	9/14/2018
Reports To:	Director, Business Development	FLSA Status:	Non-Exempt
Compensation:	Competitive; Based on Experience	Location of the Job:	Dawsonville, GA

POSITION SUMMARY

NGN Connect is seeking a highly-motivated individual to lead and further the growth of our Managed Services Team in Clarkesville, GA. This individual would be responsible for building positive working relationships with potential customers and providing creative solutions to customer issues. Duties include maintaining team schedules and supervising and assisting in the installation of managed services for NGN Connect. This position will require travel to assist with Application & Desktop troubleshooting and the installation and support of VoIP.

CORE RESPONSIBILITIES

All employees are required to support NGN Connect's Mission, Vision, and Values. The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of NGN Connect.

- Assists Business Development with the sale of Managed Service solutions to prospective and current customers.
- Supervise and assist with the installation and ongoing provision of products & services.
- Ensure the Managed Services team maintains a high-level of customer service and quality customer relations, and upholds all company practices and standards.
- Coordinate the scheduling of service installations and maintenance for customers and ensure that installers are prompt and thorough.
- Exercise attention to detail in ensuring that Managed Service Inventory is maintained and well-accounted for.
- Work closely with Business Development and Marketing/Member Services on overall Managed Services strategy, including the development of new product and service offerings, packages, and pricing.

JOB REQUIREMENTS

- Knowledge of IT and Managed Services in a business environment required.
- Ability to provide Telephony technical support for VoIP, voicemail, analog, and vendor specific hardware and software issues.
- VoIP systems design and implementation at client locations.
- Demonstrated ability to determine creative solutions for customers.
- Proven experience in successfully leading a small team.
- Ability to prioritize, plan, and manage multiple schedules, tasks and projects.
- Ability to work independently without direct supervision.
- Strong internal and external communication skills required.
- Must be proficient in Microsoft Office.
- Requires the ability to satisfactorily pass NGN's employment entrance examination and drug screen. Valid driver's license required.

PREFERRED QUALIFICATIONS

- Experience with fiber networks, CCNA C+ and A+, data cabling, and network electronics programming.
- Low Voltage Licensed

To apply, please e-mail a cover letter and resume to careers@ngn.coop.

NGN Connect is an EOE M/F/V.