

Job Description

ROLE AND RESPONSIBILITIES

- Lifecycle management of all client service items at service locations
- Administration, maintenance, and support of the MSC global services environment
- Administration, maintenance, and support of the cloud services environment
- Manage and maintain documentation of service location detail
- Local and Global IT project management items

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in technology related study with 3 years of experience or 8 years equivalent experience
- General Industry certifications are a plus

PREFERRED SKILLS

- Familiar with virtualization technology and management tools
- Understanding of network infrastructure components and configuration of those components
- Familiar with Microsoft cloud systems (Office 365, Azure, etc.)
- Familiar with Amazon Web Service cloud systems (AWS)
- Technology – Forward approach and willingness to learn/improve MSC services with new technologies

ADDITIONAL NOTES

- Customer Service Oriented – ability to work well with clients
- Self-starter
- Detail oriented
- Builder-type mindset

