

Job Title: Cydekick Support Specialist

Location: Remote

Job Type: Full-time

Job Summary:

We are seeking a knowledgeable and experienced Cydekick Support Specialist to join our team. The ideal candidate will provide IT support to our members, their IT teams, and our own internal staff. The Support Specialist will assist our members' support teams with escalations, investigate or troubleshoot break/fix issues, triage and investigate applicable SOC alerts, and present on project deliverables. Additionally, the Cydekick Support Specialist will contribute to the knowledge base, assist with the continuous service improvement plan for team processes and procedures, and identify technical training opportunities for junior engineers.

Responsibilities:

- Provide technical assistance to our members and their IT teams in line with the agreed SLAs.
- Troubleshoot infrastructure alerts, deploy approved changes, and remediate patch failures.
- Act as a point of escalation for the wider team and service desk teams for infrastructure and complex end-user incidents.
- Perform a series of routine proactive checks to ensure the prevention of incidents and service interruption.
- Engage with members to investigate, present, and implement project deliverables.
- Contribute to the continuous service improvement plan for team processes and procedures.
- Support the team in the identification and delivery of technical training opportunities for junior engineers.
- Escalate issues to relevant partners, internal teams, and member escalation contacts in line with the P1 Incident Management process.
- Provide excellent levels of written and verbal communication skills and build effective relationships with colleagues and members within the team.
- Work under pressure and to agreed deadlines, prioritizing workload accordingly.
- Be conscientious with attention to detail.

Required Skills and Experience:

- Bachelor's degree in Computer Science or related field
- 5+ years of experience in technical support
- In-depth technical understanding across several technologies, including:
 - Microsoft Client/Server OS, Microsoft Azure, Microsoft M365 Administration, Microsoft Active Directory, Exchange, DNS, DHCP (on prem and cloud-based),
 - Knowledge of M365 Security.
 - Linux Administration (RHEL, SUSE).
 - End Point Device Management and Endpoint Protection
 - Network switching and routing (Checkpoint, Cisco, Palo Alto, Meraki)
 - Application delivery technologies (Citrix, RDS, AVD)
 - Virtualization technologies (HyperV, VMWare).
- Experience working with ticket management software, creating/updating & logging tickets (*Salesforce preferred*).
- Experience supporting multiple customers in a managed service environment.
- Experience using Powershell.
- Excellent levels of both written and verbal communication skills.
- Must be conscientious with attention to detail.

Benefits:

- Competitive salary.
 - Health, dental, and vision insurance.
 - 401(k) savings plan.
 - Open PTO policy.
 - Health Care Flexible Spending Account Plan.
 - Health Savings Account Program.
 - Short-term and Long-term Disability Benefits.
 - Life and AD&D Insurance.
 - Employee Assistance Program (EAP)
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