

LammTech is a strategic business partner to a wide variety of clients, providing integrated Information Technology services. These services range from maintenance to project management to comprehensive IT Management Services. We are engaged by our clients to identify technology challenges and opportunities in front of them and develop effective solutions and strategies to help them grow their businesses.

Our company is currently seeking a Senior Technical Support Specialist who will design and lead in the implementation of technical architecture solutions based on client business requirements and IT strategies. The successful candidate will have the ability to apply multiple technical solutions to business problems and will need to quickly comprehend the functions and capabilities of new technologies.

Your knowledge of current IT directions and developments along with at least two years in a senior technical role, with proven problem solving and troubleshooting at multiple client sites; strong communication/interpersonal capabilities, a high degree of accuracy and attention to detail, excellent planning and organization, along with strong technical writing and leadership skills will ensure your success within our organization. We serve an area within a 150 mile radius of Sedalia, MO. A responsible driving history is required and all candidates must agree to an extensive personal background check. On Call rotation is required.

**Job Duties & Responsibilities:**

- Handle issues escalated from previous levels.
- Perform initial installation, setup and configuration of complex environments like HyperV, VMWare, SAN, Citrix, Terminal Server, and Exchange for servers.
- Perform full server restores in complex environments for servers.
- Perform BDR virtualizations in production of complex environments for servers.
- Assist ISP/Telco for Complex MPLS and installations and migrations.
- Assist LOB application providers with migrations, updates, and installs.
- Establish and maintain/update technical policies, procedures and checklists for assigned clients.
- Manage the onboarding process (initial Discovery, Standardization and Stabilization) for new managed services clients.
- Understand different storage technologies and implement SAN storage solutions.
- Participates in triage and off-hours rotation schedule (\*after at least 6 months of LammTech experience).
- Provide support to fellow employees assisting them accomplishing their tasks.
- Perform other duties as assigned by your direct Supervisor within the scope of your job assignment.

**Qualifications/Skills:**

- Must be courteous and helpful when interacting with LammTech clients.
- Must possess extensive knowledge about IT infrastructure, IT applications, and appliances both for internal networks and external client networks.
- Must have extensive background on backup and data recovery in a virtual environment.
- Must have an extensive understanding of complex installations and migrations.
- Must be able to create documentation to support processes and procedures, as well as create checklists for change management.

<p><b>Compensation / Benefits</b></p> <p>TAE (Targeted Annual Earnings) Based on hourly wage plus goal attainment incentives: \$ 45,000 - \$ 55,000</p>
<p>100% Company paid Group Health and Life Insurance.</p>
<p>Paid Holidays, PTO and Vacation.</p>
<p>Retirement benefits w/company matching contribution.</p>
<p><b>Business Hours</b> 8am-5pm Monday-Friday</p> <p>Afterhours/weekend work scheduled. Pager duty on rotation.</p>



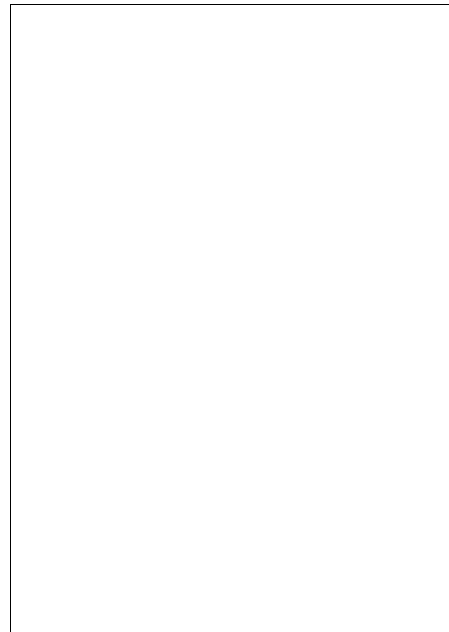
- Must be familiar with data storage solutions.
- Must understand processes involved in onboarding of new clients.
- Must have excellent communication and writing skills.
- Must have good organizational skills.
- Must have excellent time management skills.
- Must be able to prioritize tasks based on severity of importance.
- Must be able to multi-task.
- Must be a team-player.
- Must be available for triage and on-call rotation

**Education/Experience:**

- 2-year or 4-year degree
- 4-6 years' experience in IT environment

Certifications within these vendors/categories a plus

- Microsoft MCSE, MCSA • Shoretel • Citrix • NetApp
- NetApp • VMWare • SonicWall



**MISSION**

To treat our clients with respect. To be honest. To be fair. To be a great place to work. To be known as one of the best companies in the Midwest to do business with and to work for.

**VISION**

To continue to grow our company so that the staff has promising, long-term careers while preserving personal relationships based on trust and mutual success with our clients.

**VALUES**

Trust • Loyalty • Commitment • Honesty

We conduct business with integrity and professionalism and have a personal interest in your success.

