

Ampersand provides full scale technology sustainment, strategic planning and professional services to our clients, allowing them to achieve their greatest ambitions.

## Client Services Analyst

Full-time, Non-exempt

### Position Duties & Requirements

- Troubleshooting, support and assisting clients with cloud and on-premise technology systems
- Client consulting and support
- Participate in call center functions
- Participate in field service dispatches and rotations
- Continual learning and improvement
- Other duties as assigned

### Knowledge, Skill & Ability Requirements

- Basic knowledge of technology systems and application design
- Advanced knowledge of Microsoft Windows and Linux computing environments
- Advanced knowledge of computer system and network functions
- Advanced knowledge of scripting and automation using PowerShell
- Intermediate knowledge of virtualization systems including VMWare vSphere
- Exceptional follow-through and attention to detail
- Excellent oral and written communications skills
- Ability to work independently and with a group
- Ability to work under stressful conditions and meet continually changing needs and deadlines

### Preferred Qualifications

- 4-6 years professional experience
- 2-year degree (substitute for additional years of experience)
- Client service or similar experience preferred
- Relevant professional certifications preferred

Hiring decisions are contingent upon successful completion of background check and drug screening.

It is the policy of AlasConnect not to discriminate against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This company further agrees to take affirmative action to ensure equal employment opportunities.

AlasConnect will attempt to make reasonable accommodations during the application and/or hiring process for qualified job applicants with known disabilities unless doing so would result in undue hardship for the company.

We will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by AlasConnect, or (c) consistent with a contractor's legal duty to furnish information