

Escalation Specialist



As an Escalation Specialist at ATB Technologies, you will play a crucial role in ensuring the smooth resolution of complex technical issues and customer concerns. This position is perfect for someone who thrives on solving intricate problems, enjoys deep dives into technical issues, and prefers implementing long-term solutions over quick fixes. You will work closely with various teams to ensure customer satisfaction and maintain high service standards.

Primary Responsibilities:

- **Technical Problem-Solving**
 - Expert-Level Troubleshooting: Serve as the final escalation point for complex technical issues, leveraging your deep technical expertise to resolve them efficiently.
 - Root Cause Analysis: Conduct thorough analyses to identify and address the root causes of recurring issues, ensuring long-term solutions.
- **Escalation Handling and Resolution**
 - Ownership of Escalations: Take full responsibility for escalated cases, managing them from start to finish to ensure timely and effective resolution.
 - Collaboration: Work with support teams, network consultants, and infrastructure consultants to facilitate knowledge transfer and collaborative problem-solving.
 - Client Communication: Maintain proactive communication with clients, providing regular updates and managing expectations throughout the resolution process.
- **Proactive System Management** - Quarterly Patching, Firewall Rule Reviews, EOL Management, Backup and DR testing, Patching Verification, Email Security Enhancements, and Password Rotation.
- **Comprehensive Documentation** - Maintain detailed documentation of issues, solutions, and preventative measures to support knowledge sharing and future reference.
- **Continuous Improvement** - Identify opportunities to enhance support processes and implement preventative measures, reducing the frequency and impact of escalations while improving overall system reliability and performance.
- **Training and Mentorship** - Act as a mentor and knowledge resource for junior team members.

Qualifications:

- **Technical Expertise:**
 - **Certifications:** Microsoft certifications (e.g., MCSA, MCTS) and Cisco CCNA are preferred. VMware Certified Professional (VCP) and CompTIA Network+ are also highly valued.
 - **Experience:** 5-7 years in IT consulting or a managed services provider environment, with a focus on technical support and customer service.
 - **Skills:** Proficiency in Microsoft Server, M365, Azure, virtualization technologies (VMware, Hyper-V), networking equipment, and cloud environments.
- **Attention to Detail:** Strong analytical skills to diagnose and resolve complex technical issues.
- **Client Interaction:** Excellent verbal and written communication skills, capable of conveying complex technical information to clients and non-technical stakeholders.
- **Teamwork:** Experience working in a collaborative team environment, with the ability to mentor and guide junior team members.
- **Dedication to Quality with Long-Term Solutions:** A detail-oriented approach with a commitment to finding and implementing long-term solutions rather than quick fixes, maintaining high standards of service and support.
- **Adaptability:** Ability to manage and prioritize multiple tasks in a dynamic environment, adapting to changing circumstances and expectations.
- **Travel:** Drivers' license and vehicle required for local travel in the St. Louis region to client sites as needed.

What ATB Technologies brings to the table:

- Competitive compensation package, with full benefits package and Employer-Paid Employee Health Benefits
- A collaborative, flexible, innovative supportive culture – STL Best Places to Work, MSP 500, Fast 50
- Unlimited Vacation Policy, Matching 401k, 8 Paid Holidays
- Company paid meal three days per week.

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