

ABOUT BLUELOCK

Bluelock, a certified VMware vCloud® Datacenter Services provider, delivers enterprise-class cloud computing and managed IT services, offering the people, expertise and IT infrastructure in world-class, SAS-70 Type II certified datacenters. By leveraging VMware technology, Bluelock is able to provide hosted virtual datacenters to the enterprise that are fully compatible with their existing VMware investments, enabling their hybrid cloud strategy. This approach provides a common management and security model that enables complete workload portability between internal data centers and the Bluelock public cloud. Bluelock is a recognized leader nationally and locally for their innovation and growth. In 2009, VMware named Bluelock their Americas Service Provider Partner of the Year. The Indiana Economic Development Corporation named Bluelock as one of 50 Indiana “Companies to Watch” in 2009. Techpoint awarded Bluelock the Information Technology Gazelle Company award in 2010. Bluelock is a Collina Ventures company and privately-held. More information at bluelock.com.

POSITION SUMMARY

Bluelock is looking for a second shift Support Administrator. The main priority for the Support Administrator is ensuring an unsurpassed Client Experience. This is achieved by establishing a strong relationship and line of communication with the client, exceeding expectations and providing effective, efficient support. Attention to detail and the ability to be self-managed are two key areas of importance with this particular role.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Client Relationships
- Monitor ticket queue and assign tickets as needed
- Manage assigned tickets to ensure quality of service
- Monitor backups
- Manage OS patching
- Daily, Weekly, and Monthly Client Service Reporting
- On-call rotation
- Working directly with Operations to ensure:
- Knowledge transfer of process and procedure
- Proper execution of problem tickets
- Create and update documentation/procedures for Client Services
- Maintain a positive attitude as member of the Bluelock team
- All other duties as assigned

IDEAL PERSONAL PROFILE:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Results Oriented** - Identifies confronts and overcomes barriers to successful completion of a task or project; “puts first things first.”

- **Customer Oriented** - Attentive and responsive to customer (internal and external concerns).
- **Results Oriented** - identifies, confronts and overcomes barriers to successful completion of a task or project; “puts first things first.”
- **Self-Aware** - Aware of your self impact on others; aware of yourself as an individual or of your own being and actions and thoughts.
- **Collaborative** - Encourages a participative process; has a “win-win” orientation.
- **Adaptable** - Able to cope with changing priorities and effectively lead multiple projects in a challenging fast paced results oriented environment.

EDUCATION, EXPERIENCE AND LICENSURE

- Understanding of Bluelock technology
- Bachelor’s degree or equivalent experience
- Excellent customer service and communication skills
- Excellent problem-solving and troubleshooting skills
- Adhere to industry best practices and standards (ISO/ITIL)
- Advanced knowledge of servers/networks/virtual machines/storage

CULTURE OF COMPANY

If you’re a motivated self-starter that shares our commitment to building a world-class organization you might be the right person for Bluelock. We believe that each employee who joins our staff is important to the success of our company and that each and every employee makes a difference. The key to our success lies in the hard work, dedication and commitment of our employees whose accomplishments we recognize with personal acknowledgement, competitive compensation, excellent benefits and opportunities for personal and professional growth and advancement. We are committed to attracting new employees as we grow as a company but believe that the key to our long-term success is the retention of current employees.

The above statements are intended to describe the general nature of a level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified. Management retains the discretion to add to or change the duties of the position at any time.

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