



## **Managed Services Coordinator**

Rancho Cordova, Ca  
Full Time

### **About Enterprise Networking Solutions, Inc.**

Enterprise Networking Solutions, Inc. (ENS-Inc) is an information technology consulting firm located in Rancho Cordova, Ca. We develop and deploy proven, reliable, and scalable enterprise technology solutions, with key expertise in virtualization, cloud integration, system integration services, migration/consolidation services, business continuity, process management, and disaster recovery. ENS-Inc Engineers and Project Managers partner with our clients on a wide range of technology projects. Founded in 1999, the ENS-Inc team is comprised of talented and respected professionals with close to 20 years of experience working with the public sector in California. In addition to state agencies, ENS-Inc has also provided services to California counties, cities, education, healthcare, law enforcement, private industry, and services to other states.

### **Job Description**

ENS-Inc has an immediate opening for Managed Services Coordinator. We are looking for an energetic person who enjoys a challenge and being surrounded by extraordinary team members. Under the direction of the Manager - Managed Services Administration, the Managed Services Coordinator will provide support, in coordination with the service desk, while the rest of the Managed Services Support team handles a portfolio of services. The primary responsibilities of this role are:

- Arranges monthly meetings with MS Leadership
- Arranges reviews of all software purchases by manager
- Asset Management
- Contract Management
- Supporting Billing
- Support Desk Schedule Administration
- Support Onboarding of new customers
- Support Manager of Managed Services Administration
- Support monthly reporting
- Ensures all SLAs are met, metrics and surveys are collected
- Schedules team time with MS customers, resolves conflicts in schedules, and backfills where necessary
- Develop training material for ENS staff members
- Monitor and resolve trouble tickets using our ticketing system

### **Skills and Abilities**

Required

- Three years of administration experience in information technology
- Excellent verbal and written communication skills



- Self-motivated, with an ability to successfully prioritize tasks
- Analysis and investigation skills, with a structured approach to problem-solving
- Outstanding customer service skills as well as strong verbal and written communication
- Strong interpersonal and organizational skills
- Ability to perform end-user training on device management technology

#### Preferred

- Experience in an enterprise environment dealing with managed services
- Information Technology Asset Management experience beneficial
- Strong communication skills and a self-starter attitude, combined with the ability to exercise independent judgment and critical thinking with minimal supervision
- Excellent written communication skills including the ability to prepare technical documentation
- Experience in ServiceNow

#### **Responsibilities**

- Documentation: assemble technical architecture as well as end-user training documentation
- Collaboration: work with Service Desks and support teams to help ensure standards are maintained, problems are addressed, field issues are understood and future states anticipated
- Update all assigned tickets capturing troubleshooting activities, resolving escalations from the Service Desks
- Other responsibilities as assigned

#### **Benefits**

- Competitive salary
- Benefit options including; medical, dental, vision, and life insurance
- Retirement account options with company sponsored match
- Opportunity to work in a dynamic organization that values team members and family

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