



## Support Specialist

We would first like to thank you for taking the time to discuss the current position available at BVA. Our goal is to hire the best and brightest minds in the industry. We would like to take a moment more of your time and answer some of the questions we get asked about BVA. We also hope this bit of information generates more questions from you during our scheduled interview. Once again, thanks for your time.

**Who is BVA?** – BVA, established in 1993, is a consulting firm based in Phoenix, Arizona. Our goal is to provide leading edge technology solutions to our clients in the areas of eCommerce, workforce Optimization, collaboration, Knowledge Management, Workforce Access, data management, directory services, and security.

**How does BVA work with their clients?** – At BVA, our goal is to establish long-term relationships with our clients. We realize that we cannot be everything to everyone so we have a very specific market we work with. Our goal is to always put our best effort into delivering the best technology to our clients in today’s increasingly complex marketplace.

**What is BVA’s corporate culture?** – The culture at BVA is focused on developing an environment that compliments both your professional and personal lives. By being a small firm everyone has the ability and obligation to drive the success of the organization. BVA provides an opportunity where you can experience a variety of different environments across businesses, industries and technical disciplines.

**What is consulting?** – In the professional discipline of consulting, you will work with clients, collaborating with professionals from different areas of expertise, to deliver forward-thinking solutions that improve the values of our client’s businesses.

**How do I continue to develop my skills?** – At BVA we are continually evaluating each member of the staff to make certain they are well trained and their professional certifications are kept up-to-date. Professional development is handled through three primary methods: formal training, on-the-job development, and working with the best talent. In addition, we also focus on honing each person’s soft skills to enhance our client’s experience with BVA.

**What does it take to be a BVA employee?** – At BVA we have developed a short list of attitudes that describe what it takes to be BVA. Take a quick moment and see if you see yourself at BVA.



### **BVAttitudes**

- Every decision should be client focused and work to the success of the client's business
- Respect for Fellow Workers
- Quality of work is second to none
- Success of career is not independent to the success of BVA
- Promotion of ethics & professionalism
- Obtain a balance with personal and professional lives
- Enjoy work!!

**What is my purpose?** – The BVA Support Specialist is responsible for the on-site servicing of BVA’s small to medium sized clients as well as deploying core infrastructure projects. Duties also include working remotely in our support center providing reactive support for our collective group of clients. These tasks are carried out with considerable independence within the framework of BVA’s established policies and procedures. The candidate must exercise initiative, independent judgment, discretion, and tact in handling the client’s technical issues. This position requires strong communication skills and the ability to complete assignments accurately and in a timely manner. The Support Specialist is required to attend continuing education opportunities to stay current in the field.

**What kind of work will I do?** – Responsibilities include, but are not limited to, the following:

- Maintains an efficient and accurate computing environment and infrastructure solutions for all clients
- Services clients’ contracts as scheduled
- Addresses issues with client accounts in a timely and professional manner
- Interacts with clients and employees in a courteous, business-like manner
- Serves as a resource to other Support Specialists to resolve the client’s technical issues
- Facilitates the transfer of information between peers to create a team-oriented environment
- Participates in a weekly on-call rotation

### **What kind of knowledge, skills and abilities are required?**

- Excellent oral and written communication skills
- Thorough knowledge of information technology industry – particularly Active Directory, Microsoft Exchange and Microsoft infrastructure management.
- Subject matter expert in the Microsoft infrastructure space to include; analysis and construction of networks; understanding data base management systems and network management; and how the technology relates to the business needs of our clients
- Experience with backup systems
- Superior organizational skills and precise attention to detail
- Professionalism and cooperation in dealing with other staff, partners, and clients



- Ability to manage difficult or stressful work-related issues
- Computing environment and infrastructure management experience
- Requires physical agility and strength to bend, reach, lift and carry up to 40 lbs. and extensive use of computer equipment
- Familiar in **virtualization** technology and architecture

#### **What about education and experience?**

- High School Graduate or GED required, college degree preferred
- Minimum three (3) years in a technology support role
- Strong technical knowledge

#### **Are there any certification requirements?**

- MCSE 2003 (Required)
- MCSE 2008 Certifications (Preferred)
  - MCITP: Enterprise Messaging Admin Cert (Preferred)
  - MCITP: Server Admin Cert (Preferred)
- MCTS: Hyper-V Cert (Preferred)
- CCNA (Preferred)

#### **Salary Expectations/Range?**

- The salary range is between \$40 to \$65k depending on experience and certifications.