

PulseHRM

<https://pulsehrm.one/job/connectwise-administrator-go>

Connect Wise Administrator

Description

The Connectwise Administrator will have primary responsibility for managing our Connectwise application environment to include Manage, Screenconnect and Automate functions

Responsibilities

- Work within a team and communicate\document effectively
- Document internal and client processes\procedures related to: Standard Operating Procedures, Work Instructions, Change Management, and Knowledge base articles
- Document all time utilizing the Connectwise Manage ticketing system
- Account administration, managing interfaces between Business Unit Operations
- Script writing
- Report building/writing/analytics and manage security updates
- Manage systems automation & enhancements keeping all components up to date
- Manage endpoint patching of workstations and server operating systems and third-party applications
- Create new scripts to automate client management tasks such as auto-remediation of issues on endpoints and software installation
- Manage Automate integrations with other tools

Qualifications

- Prior experience working at a Managed Service Provider (MSP)
- A solid technical background across the entire IT Infrastructure / Managed Services technology stack
- 3-5 years' of ConnectWise Manage and Automate experience and a deep understanding of the product architecture, as well as the database
- Experience with ConnectWise Automate scripting, ConnectWise Manage Databases and Microsoft SQL
- Command of PowerShell to supplement ConnectWise Automate scripting
- Excellent oral and written communication skills
- Must be available (on-call) during non-work hours
- Must be very proficient at Microsoft SQL
- A can-do customer service attitude with good tech-to-lay person communication skills
- Familiarity with the following third-party apps is a plus: PAX8, Brightgauge, ConnectBooster, Auvik, MSPCFO, and/or Avalara

Hiring organization

PulseHRM

Employment Type

Full-time

Working Hours

US shifts (6:30pm – 3:30am)

Job Location

3rd Floor, Xenia Building, Above Reliance Jio Office, Off church street, 403521, Porvorim, North Goa, Goa, India

Date posted

December 23, 2022

Valid through

31.08.2022