



**Title:** Support Services I

**Location:** Waterloo, Iowa

**Description:** **About Us**

*We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.*

Creative Planning is revolutionizing the wealth management industry by providing comprehensive financial planning and investment management services under one roof. Our innovative approach extends to our cutting-edge IT solutions, where our Managed Service Provider (MSP) team plays a crucial role in keeping our clients at the forefront of technological advancement.

As a division of Creative Planning, we have the unique advantage of focusing solely on delivering exceptional service without the typical MSP pressures. This allows us to build something truly special:

### **Our People & Leadership**

- **Authentic Leadership:** Our management team leads rather than manages, taking feedback to heart and supporting your growth while avoiding micromanagement
- **True Team Environment:** We don't just talk about teamwork – we live it. Our technicians actively support each other, share knowledge, and collaborate across teams
- **Thoughtful Communication:** We protect focused work time while maintaining strong collaboration. We favor clear, written communication over impromptu calls, enabling deep work and thorough documentation

### **Our Approach to Growth**

- **Technical Breadth:** We're one of the few MSPs with deep expertise in both Windows and Mac environments, offering diverse technical challenges
- **Continuous Learning:** We encourage self-study and professional development, providing opportunities to work with cutting-edge technologies
- **Career Advancement:** From participating in premium client teams to leading SMB accounts, we offer multiple paths for growth

### **Our Client Philosophy**

- **Relationships First:** Technical solutions are just a byproduct of understanding client needs and being their trusted advisor
- **Balance of Independence:** While we collaborate as a team, we trust our professionals to take ownership and work independently

- **Deep Work Philosophy:** We maintain strong client relationships while protecting focused work time through thoughtful communication practices

## **Our Rewards & Benefits**

- **Results-Focused Culture:** We skip the pizza parties in favor of meaningful recognition through raises and bonuses
- **True Remote Freedom:** Enjoy the flexibility of genuine remote work with the option to use office space when needed
- **Shared Success:** When we double our revenue, the whole team celebrates with a company-sponsored trip – including flight allowance, hotel accommodations for you and a guest

## **The Opportunity**

As a Support Services I Specialist, you'll be taking your first steps into professional IT support with a team that's committed to your growth and development. While technical aptitude is important, your eagerness to learn, ability to communicate clearly, and dedication to following established procedures will set you up for success. This role is designed to build your foundation in IT support while providing real-world experience with enterprise clients.

## **What You'll Do**

- Provide frontline remote support to clients, aiming to resolve issues during initial contact
- Document troubleshooting steps and solutions thoroughly to build our knowledge base
- Maintain clear communication with clients about progress, next steps, and timelines
- Manage client expectations professionally regarding costs, timelines, and solutions
- Participate in ongoing training to expand your technical knowledge
- Track and document your daily activities and time allocation
- Collaborate with dispatch team to coordinate additional resources when needed
- Learn from experienced team members while working on various client environments

## **Technical Skills & Experience**

- 1-2 years of technical IT experience or relevant technical education
- Knowledge of Windows desktop and server operating systems
- Basic understanding of networking concepts:
  - TCP/IP and Internet connectivity troubleshooting
  - Network components (switches, hubs, patch panels)
  - Remote Desktop Services
  - Wireless technologies
- 2-year MIS/IT Tech program is a plus
- No certifications required, but eagerness to pursue them

## **What Sets You Apart**

- You're naturally curious and eager to learn new technologies
- You communicate clearly and professionally in writing
- You're methodical in following established procedures
- You take ownership of your work while knowing when to ask for help
- You're patient and empathetic when helping clients
- You're organized and detail-oriented in your documentation