

**Position Title:** Customer Solutions Specialist

## Who We Are

Velox Systems is dedicated to improving the lives of our customers and creating a more stable and prosperous economy. We do that by providing unsurpassed quality IT service to customers throughout the Northwest. Our services enable our customers to be more effective at their jobs through fast IT support and preventative maintenance, as we keep their businesses more secure through risk management and disaster recovery protocols.

## Job Details

### *Don't Bother Applying If*

- You're a jerk
- You don't like working really really hard
- You don't like people
- You have no social skills
- You can't pass a background check
- You are a wanted federal fugitive or Edward Snowden
- You think you are the center of the universe
- You aren't fun to be around

### *Do Apply If*

- You are willing to work a flexible schedule
  - Some afterhours and weekends will be required
- Are a self-motivator and self-starter
- Love doing what's best for a client and serving people
- Love to be out of the office, meeting with clients, and making their lives better
- Have great communication skills and can handle uncomfortable meetings with clients

## Key Results Areas

- \$10,000-\$20,000 in Project Gross Profit Every Month
- 4 – 8 Account Review Every Month

## Markers of Success

- 90% Clients Standardized and Up to Date
  - O365
  - Auvik
  - IT Policies
  - Backups
  - Anti-Virus
  - This is extremely important for the efficiency and effectiveness of our service desk and reduces the number of .
  - This goal is measured by the number of clients using Auvik, O365, and which ones have adopted our IT Policy Document. Currently, we have very few clients standardized
- 100% of Clients Agreements are Accurate and Automatically updating
  - Requires Updated MSA contract
  - Requires conversation with Each client

- This is important because this is how are billing remains apples to apples for all of our clients.
- This will be measured by which clients have the automatic sync setup, and which of them have signed updated MSA's
- Get client average Gross Profit to be 50% or better
  - Current Range is 30%-70%
- This is extremely important, because it allows us to keep the lights on.
- This will be measured by the "Financial Overview" Report

## Success Plan

### 30 Days

- Business Plan for Next Year Created and Approved

### 90 Days

- Begin executing business plan.
- 1/3 of objectives completed
- Security+ Training Completed
- Network+ Training Completed

### 1 Year

- Markers of Success Completed
- Next Year's Business Plan Created
- Next 5 Years Business Plan Created
- OPTIONAL: Security+ Certification Passed
- OPTIONAL: Network+ Certification Passed

## Duties

- Set Appointments with Existing Clients
- Evaluate Existing Client's Situation
- Communicate Client Needs to Team Leader
- Strategically Guide Client into Best Practice Environments

## Education

- High school diploma or GED required
- Bachelors Degree in Business, Computer Science or related field strongly preferred

## Required Skills

- Strong communications skills
- Strong leadership skills
- Excellent writing skills
- Ability to deal with healthy ambiguity and conflict
- High technical aptitude
- High business aptitude
- Networking fundamentals, including DNS, routing, security, broadband connectivity, wireless access.

## Fine Print

This position reports to the Vice President of Revenue (Harrison Womack).



Velox Systems is an equal opportunity employer. And still basically a startup. We offer low pay and long hours for meaningful work and rewarding relationships. Someday we'll pay really well and have a complete benefits package, just not yet.

**Extras:**

We do offer a free gym membership to our employees, provided they workout 10x/month

This job description is a general description of the job and the description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that this position may perform.

To apply, email your resume to [hr@veloxsystems.net](mailto:hr@veloxsystems.net) and put "New Application for [Position You're Applying for]" in the title.