



Position Title: Technical Escalation Analyst

Job Description: Under the supervision of the Chief Operating Officer, the Technical Escalation Analyst will work very closely with the assigned Remote Support Lead and is responsible for providing proactive monitoring and escalation management for our customers' support needs. This role will act as a liaison and coordinate internal efforts to obtain resolution for escalated issues that have a significant impact on business or affect productivity. The Technical Escalation Analyst will also be responsible for monitoring trends to reduce the number of escalations to improve customer satisfaction.

Why Work at Novus Insight:

- Collaborative, high-tech, and fun culture
- Medical/dental/vision/company-paid life/voluntary life/STD/LTD/pet insurance!
- Generous PTO and flexible schedules
- Safe harbor 401k contribution and company match
- Skills development, training, mentoring opportunities, and tuition reimbursement
- Profit sharing
- Referral and spot bonuses
- Apprenticeship program – we grow our own!

Essential Functions and Responsibilities:

- Manages customer escalations and coordinates resolution efforts with key stakeholders (internal and external) by working cross-functionally to ensure issue ownership, action items, and communications are fulfilled.
- Manages critical client issues including technical assistance to users on a variety of software and hardware products; resolves hardware-related problems; installs new software releases and system upgrades; maintains operating efficiency and stability; ensures security and integrity of systems and data; and responds to outages.
- Ensures customer escalations are resolved with agreed upon timelines, process change ideas are implemented, and influences others towards action and change.
- Reduces escalation volume.
- Assists in developing and implementing standard information technology concepts, practices and procedures.
- Develops and enhances processes and technical documentation, executes back-up procedures, test plans, and generates reports.
- Provides support specialists direct feedback after ticket resolution.
- Facilitates reporting on daily and/or weekly issues to ensure appropriate visibility of key customer issues including escalation status reporting, statistics, trending analysis, issue status activities and resources.
- Translates technical concepts to peers, management, leadership and customers
- Supports leadership in strategic, business, and operational planning
- Working on the backup team, designs, installs, configures, tests, manages, monitors, supports and troubleshoots server, storage & backup components to ensure data integrity.



- On-call when needed, including the ability to work outside normal work hours.
- Other tasks as assigned.

Job Qualifications:

- **Education:** Bachelor's Degree or Associate's Degree and relevant advanced industry certifications associated with the technology used at Novus Insight, Inc. and customer sites or demonstrated proficiency in Novus Insight, Inc.-supported areas.
- **Experience:** 5+ years' experience in providing complex "in the trenches" IT support. Track record of working collaboratively to improve customers' experiences. High degree of familiarity with Office 365 environments; OneDrive for Business, SharePoint, Exchange Online, Azure AD, Microsoft Teams, Security and Compliance Center. Knowledge of ConnectWise and Veeam Backup & Recovery software a plus.
- **Skills:** Ability to analyze data and draw conclusions and understand business challenges. Effectively operate with flexibility in a fast-paced, constantly evolving team environment. Ability to manage complex situations that need strong guidance and resolution and translate complex issues in an understandable, organized way. Citizenship must meet export control regulations.

Physical Demands & Work Environment: The person in this position needs to frequently move about inside the office to access office machinery, etc. Continually operates a computer and other office productivity machinery. The person in this position continually communicates with individuals; must be able to exchange accurate information in these situations. Must be able to view electronic information. Generally normal conditions with reasonable workstation flexibility. Moderate noise (business office with computers and printers, light traffic).

Reports to: Chief Operating Officer

Manage Others: No

Job Type: Analyst

Employee Type: Exempt, Full Time

Travel: Occasional

Compensation: Based on qualifications

Relocation: No

Novus Insight is an Equal Opportunity Employer, M/F/D/V. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Vet-Friendly Employer.

Please direct resumes to Heather Petrone, Human Resources Manager, at hpetrone@novusinsight.com. Visit our website at www.novusinsight.com.

With administrative offices located in East Hartford, CT and Jacksonville, FL – Novus Insight is a resource that leads and inspires innovation through state, regional, and national partnerships in information technology. We help smaller organizations “get out of the IT



business” with managed services and IT leadership. For larger organizations with internal IT teams that are seeking critical skills or capabilities, Novus Insight can provide IT consulting, project support and management. The Novus team has a broad array of technical competencies and is always working with the latest technologies to leverage the best of what’s next.