

ABOUT ADVISORNET FINANCIAL

AdvisorNet Financial has been an innovative leader in the financial services industry for over 60 years. We provide the services and support independent financial advisors rely on to operate their firms efficiently and competitively. Over the years we've developed a vast network which allows us to provide our 300+ independent advisors access to the support services and industry partners that advisors in large institutions enjoy without having to be part of a large institution. For more information, please visit us at www.advisor.net.

RESPONSIBILITIES**Overview:**

We are looking to add our growing team. You will be a great fit if you enjoy working with people and data in a very dynamic, fast-paced environment. This individual will be focused on overall architecture of our information systems, implementing best practice in a hybrid environment for staff and O365 environment for our Advisors. Technology used at AdvisorNet includes but not limited to Office 365, Exchange On premise, SharePoint Online, Teams, Intune, Azure, and Salesforce. We want a teammate that is passionate about learning new technology and finding creative and scalable ways of implementing those insights!

Responsibilities:

- Assist with the day-to-day IT support, including updating service tickets and end-user support
- Administer technical support functions in person, via phone, remotely and through desktop from a single workstation and server level
- Architecting and implementing elegant solutions that fit the requirements of given projects. Projects can range from Microsoft tool implementation (Teams Voice, Intune, Azure, Security & Compliance modules in O365 Administration, MFA, SharePoint) to network security enhancements (endpoint security tools & network security tools).
- Design and implement technical requests and projects, while facilitating professional internal & external communications for impacted user base in collaboration with other ANF departments with the ability to flex from the project manager to technical implementer—primarily focusing on a technical implementer role.
- Lead education efforts on project handoff to teammates staff through training and producing a clear and polished library of documentation for ongoing support and maintenance which documents architecture decisions and initial troubleshooting steps through knowledge base (ideally extending Microsoft Stream and Salesforce Knowledge base).
- Analysis and execution of strategic adoption of Security and Compliance administration functionality in the Office 365 platform.
- Administering lifecycle of software licenses, virtual assets, and physical equipment ensuring equipment is properly upgraded while managing as well as decommissioned.
- Subject matter expert resource for reactive help desk teammates, focusing on promoting advocacy and solution collaboration.
- Administering and implementing user deployments, inclusive of new user setups, transitions, and departures.
- Responsive to proactive maintenance reports and ensuring completion of follow through on ITO deliverables: enforcement of security and compliance configurations, threats detected trends, compliance on password age, and other policy enforcement reports.

QUALIFICATIONS

Requirements

- Strong technical communication skills with ability to be client-facing with good business acumen.
- Minimum 8 years serving within a technical role
- Minimum 3 years of support of hybrid Exchange server environment
- 2-4 years of support within O365 administration
- 2-4 years of supporting hybrid environments (either Exchange or Active Directory)
- Demonstrates proper use of technical vernacular within the Microsoft technology stack
- Ability to travel to offices within the Twin Cities 10% & ability to travel to client offices in other states 5%
- Bachelor's degree in CIS field and preferred Advanced Technical certification for specialization
- Availability for off hours project deployments and outage response
- Demonstrated project management experience
- Showed progression within company
- A love for learning new technical insights

Disclaimer: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties, as assigned, might be required.

Interested in applying? You can apply online at advisornet.com/careers or by sending your resume to hr@advisornet.com.