



JOB DESCRIPTION: SENIOR IT TECHNICIAN @ CONTUIT

Are you an energetic IT service or Managed Service technician? Are you excited to join a dynamic startup and work under an experienced tech founder? Contuit is looking for someone just like you to join our team full-time!

Who are we, and why should you work for us? Contuit is a 'no-code' automation platform for IT managed service providers ("MSPs"). We recently came out of stealth mode - our platform works with APIs to automate end-to-end workflows between different IT software platforms (like ConnectWise, Cisco and Kaseya), saving countless hours from being spent on boring and repetitive tasks. Our founders come from leadership backgrounds in Amazon and Kaseya and are focused on building out an awesome team to tackle this challenge. We were excited to sign Cisco as an early partner and are already solving problems for multiple IT service providers today – our product is live, but we need your help to turbocharge it as we move into the growth stage! We offer a fully remote work environment, a strong and experienced leadership team based in Seattle and New Zealand, and the opportunity to learn a LOT... all while working to change the entire IT industry.

Who are we looking for? You will work directly under our experienced CTO and contribute across several key facets of Contuit operations. Your primary responsibilities will be using Contuit's 'no-code' platform to automate processes, and onboarding customers. This will require strong skills across building, thinking and educating. While this is a technical role, you do not need to be a developer. We are looking for someone with IT service experience who is also an energetic team player – as with any early-stage startup the whole team is involved across a wide range of activities including drafting knowledge base articles for our customers, joining sales calls, etc.

Responsibilities

Contuit Sales Consulting and Process Building (60%)

- Perform customer-facing pre-sales engineering; assessing customer needs to determine automation and integration requirements.
- Develop solutions (via Contuit 'no-Code' tool) to automate MSP processes and integrate with MSP tools (RMM, PSA, Backup, Network Management, Documentation, etc.)
- Coordinate and drive customer onboarding for pre-built solutions; both through delegation and follow up, and through performing onboarding tasks.
- Create and maintain customer roadmap documentation on future needs: compliance with MSP best practices, as well as establishing a timeline for other Contuit solutions.
- Assist with top-of-funnel sales calls and emails as needed.

IT / Managed Services Subject Matter Expert (20%)

- Windows Server and Microsoft 365 Administration (Mandatory)
- Experience with PSA tools like Connectwise Manage or Autotask, RMM tools like Kaseya, Datto and N-able, Cisco and other networking products, backup, etc.
- Prepare and present online demos and webinars for MSP or vendor customers



- Write knowledge base articles, generate video content for marketing and education purposes
- Respond to customer issue escalations, providing guidance and direction to staff for resolution or working directly with the customer to resolve the issue.

Projects (20%)

- Scope and deliver client and internal projects and initiatives.
- Timely execution of project tasks, activities, and status reporting.
- Perform and delegate responsibilities to design, implement, and maintain client and internal projects.

Core requirements:

- 3+ years of experience as an MSP technician (level 2+), IT service technician or equivalent
- Windows Server and Microsoft 365 Administration experience
- Experience with PSA technologies (e.g. ConnectWise) and RMM (e.g. Datto, Kaseya)
- Proficient knowledge of user access control, patching and networking stacks
- Must have communication and interpersonal skills, both verbal and written – some sales skills are a strong plus
- Must have strong troubleshooting skills

Nice to have:

- Knowledge of Rest APIs and software integration
- Bachelor's degree in engineering or a related field
- Certifications (MCSE/MCSA)
- Familiarity with Powershell scripting
- Experience with webinars and/or creating educational materials (e.g. videos and wiki-style articles)