

Company: CyTek Corporation

Location: In person, Kansas City, MO Crossroads District

Position: Rapid Response Team Tier 1

About CyTek:

At CyTek, we've been raising the bar for what it means to be a best-in-class Managed Service and Cybersecurity Provider for the past 30 years. Our growth has been primarily organic, built on referrals and a reputation for excellence that we take seriously. Strong investments in our service delivery and operations combine to have landed us on the list of Kansas City's fastest-growing tech companies for the last two years and recognized as one of its largest family-owned companies this year.

Our Core Values:

- Lead with positivity
- Urgently delight our clients
- Operate with full transparency
- Mutual Respect
- Come with a problem, propose a solution
- Be empowered to affect outcomes

About the role:

The Tier 1 Rapid Response Technician is a front-line, client-facing role responsible for fielding incoming support requests and resolving common problems quickly and professionally. You'll work closely with a team of technicians and engineers to ensure our clients feel supported, informed, and taken care of.

This role is ideal for someone who has some real-world IT support experience (or strong foundational knowledge) and is ready to grow into deeper troubleshooting, escalations, and client environment ownership over time.

Core Responsibilities & Areas of Focus

- Field inbound support requests via phone and email; create, update, and manage tickets with clear, thorough notes
- Provide customer-centric first-level troubleshooting for common end-user and office technology issues
- Triage and prioritize issues appropriately based on impact and urgency; escalate when needed using established processes
- Troubleshoot and support common issues related to:
 - Microsoft 365 (Outlook, Teams, OneDrive, SharePoint basics)
 - Windows desktops/laptops (logins, performance, printing, basic application issues)
 - Basic networking (connectivity, Wi-Fi access, VPN basics)
 - Common peripherals (printers, scanners, docks, headsets)
 - Network infrastructure (Server OS, switches, wireless, firewall, access points)
- Provide clear client communication: set expectations, provide status updates, and confirm resolution before closing tickets
- Perform basic remote support using approved tooling; coordinate scheduling when an issue requires on-site or higher-tier assistance
- Maintain detailed documentation of investigation steps, resolution, and next actions (for escalations)
- Contribute to internal knowledge base articles and process improvements to help the team respond to issues faster and more consistently

- Work collaboratively to ensure smooth handoffs and a consistent client experience
- Be accountable to your team and our clients by accurately tracking your time and work, following our support standards, and keeping tickets current and complete.

Desired Technical Experience & Knowledge

You don't need to be an expert in everything - this role is about strong fundamentals, great communication, and genuine drive to deliver exceptional results. Helpful experience includes:

- Windows operating systems and common business applications
- Microsoft 365 fundamentals (Outlook, Teams, OneDrive/SharePoint)
- Basic Active Directory concepts (password resets, account lockouts, group basics)
- Basic networking fundamentals (IP addressing concepts, DNS basics, Wi-Fi troubleshooting)
- Experience working in a PSA/ticketing system and following SLA-driven workflows (or the ability to learn quickly)
- Familiarity with remote support tools / RMM concepts is a plus

Key Non-Technical Attributes Required

- Professional communication skills via phone and email; ability to translate technical steps into clear client guidance
- Calm, steady presence, especially when clients are stressed or issues are urgent
- Strong follow-through: you "own" the ticket until it's resolved or properly escalated
- Team mindset: collaborate, ask for help when needed, and contribute to shared success
- A learner's mindset: curiosity, humility, and the drive to improve your troubleshooting skills

Preferred Experience

- 3-5+ years of experience closing deals in IT Managed Services, Cybersecurity, or related technology services.
- A proven history of owning outcomes and being accountable to your team.
- Excellent communication and relationship-building skills, with a natural talent for making complex technology clear and compelling
- A creative, solution-oriented outlook and the drive to work with a high degree of autonomy.

Benefits

- Paid Vacation, Sick, and Personal days
- Paid Holidays
- 100% Company Paid Health Insurance
- 100% Company Paid Dental Plan
- Company Retirement Saving Plan and match
- Authentic Culture Fostering Learning and Growth
- Open, Transparent, and Authentic Team-Centric Environment

Please submit an inquiry via cytekcorp.com/contact and use "Rapid Response Applicant" in the *Organization* field. While you are unable to upload a resume, you may use the *How can we help?* field to share information. Applications will be considered on a rolling basis until the position is filled.