

*Are you a self-motivated individual extremely knowledgeable / and experienced in the procurement of technology equipment (hardware, software, licenses, and other IT supplies/services)?*

*Are you a diligent multi-tasker with meticulous concern for detail, accuracy and timeliness?*

*Does working for an employer that develops innovative products not available in the general market excite you?*

If so, my client, The Network Support Company/TNSC (Danbury, CT) is looking for an IT Procurement Specialist who will be based in their Danbury office.. If your passion and expertise is IT procurement, this is a great opportunity to join a highly collegial, collaborative company that truly values: Innovation, Honesty, Family and Community.

## **The Company**

Since 1996, The Network Support Company has delivered cutting-edge, cost-effective IT solutions to businesses that value IT. Deeply committed to their people, products and operations, they employ proactive, metrics-driven methods and practices designed to serve their clients with transparency and integrity. TNSC has the operational maturity, expertise, and resources to deliver their services with integrity, accountability, and an authentic desire to get to the heart of what makes a small to mid-sized business successful.

TNSC has an impressive reputation in the marketplace. MSP (Managed Services Provider) Mentor has rated TNSC as one of the Top 100 Managed Service Providers in North America since 2012. In 2017, Hearst Media Services rated TNSC as one of the Top Work Places in Connecticut. The Connecticut Technology Council has ranked TNSC as one of the Marcum TechTop40 companies in which to work.

## **The Position**

Working under the COO and in conjunction with the Service Delivery Team, the Procurement Specialist oversees the purchase of \$1M+ of technology equipment, including hardware, software, licenses and other IT supplies/services for TNSC's clients and internal staff.

Responsibilities include: quoting, order processing, tracking, expediting, inventory control, maintenance of licensing and warranty databases, and general administrative tasks supporting the overall Purchasing function

- Creates all sales quotes/proposals
- Solicits quote responses from approved vendors (Deal Registrations)
- Creates purchase orders using ConnectWise
- Prepares and place orders with approved vendors
- Tracks the status of requests, quotes and orders
- Receives assets against purchase orders
- Expedites existing orders and resolve issues

- Enters Sale Orders for each purchase order
- Confirms pricing against vendor contracts and orders
- Verifies order deliveries and sends back inaccurate shipments
- Processes Return Material Authorizations (RMAs)
- Tracks and maintains the database for hardware/software licensing, warranties, and service agreements.
- Organize, document, and maintain equipment inventory accurately
- Ensures that contracts do not expire
- Prepares items to be shipped via: UPS, FedEx or other common carrier
- Receives all inbound shipments via UPS, FedEx or other common carrier
- Answers questions on products, pricing, licensing, order status, invoicing status from Field Technicians, Accounting, Sales, & Account Management
- Tracks capital equipment with asset tags

Act as the Accounting interface, using MS Great Plains/ConnectWise to:

- Enters invoices & credit memos (RMA)(A/P)
- Creates sales and purchase orders
- In creating new inventory items, you will maintain and follow established procedures to ensure inventory control and perform physical inventory according to department standards.

Other General Activities, include:

- Supporting Service Delivery team in the ordering and delivery of materials to meet designated client installation dates.
- Interfacing with Technical staff regarding various matters including warranties
- Interfacing with the Service Delivery personnel in performing various accounting-related activities
- Managing/controlling inventory following best practices to ensure goods are accurately received, billed, and RMA's are processed, as needed
- Pursuing excellent customer service – relating to the timely delivery of materials and/or the processing of returned goods
- Developing/managing relationships with partners, vendors and distributors
- Following procurement workflows as outlined in SharePoint and communicate with project manager/service delivery team on progress of purchasing activities
- Using ConnectWise workflows to handle service delivery requests
- Monitoring & reporting hardware/software profit margins
- Managing loaner equipment inventory
- Serving as Application Administrator for CW Sell

You will work closely with Account Managers, Technical staff, Accounting, Telecom and Sales to ensure the highest level of customer satisfaction following established policies and procedures.

## Requirements

- Bachelor's Degree – Business Administration, Accounting, MIS or related field
- Minimum of five to seven years relevant work experience
- Strong working knowledge of IT products and services, including: hardware, peripherals, software & software licensing, IT sourcing, contracting, procurement and related accounting procedures
- Experience procuring IT products via channel partners and leveraging relationships
- Experience with ConnectWise (or similar platform) required
- Understanding of IT contract agreements
- Excellent detail orientation, critical thinking skills, and ability to multi-task
- Works well both independently and in a team environment
- Excellent written and oral communication skills

## Desired Experience

- Microsoft Great Plains or equivalent accounting software/interface
- Product Sales Certifications, strongly preferred in Microsoft, VMWare, SonicWall, Ruckus Wireless, HP Inc, Hewlett Packard Enterprise

Resumes should be emailed directly to: [karlahammond@sbcglobal.net](mailto:karlahammond@sbcglobal.net) as Word document attachments from either your laptop or desktop (*Please no PDFs or Google Docs*).