

Lawley

INSURANCE | EMPLOYEE BENEFITS

Information Technology – Support Specialist

Position Focus:

- Provide technical knowledge and support for 450+ users in a hybrid work environment across 13 locations
- Image and deploy workstations, setup of email, laptops, and phones including mobile applications for office and hybrid associates
- Coordinate and maintain user computer applications, hardware, and network needs with a team of IT professionals and managed service providers (managed print service)
- Design, test, and implement technology rollouts and changes for IT related projects
- Document and communicate user needs within IT workflows and utilize helpdesk software to maintain and consistently deliver a high quality experience for users
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs, and scorecard

Successful candidates possess:

- 2 or more years related IT Professional Experience
- Experience installing, upgrading, troubleshooting and repairing networked computers
- Working knowledge of computer applications (Microsoft, Adobe, Windows OS, Edge, Chrome, etc.), helpdesk software, anti-virus, and remote control software
- Ability to diagnose and resolve software and hardware issues
- Ability to learn and support new applications
- Strong problem solving, troubleshooting, time management, documentation, and research skills
- Windows OS, Active Directory, MS Office, Exchange Online, Azure expertise desired
- Ability to work well and coordinate in a team environment
- Capability to work efficiently and retain knowledge
- Precise verbal and written communication skills

What's in it for you? *The Lawley Advantage!*

- Fulfilling career securing your internal clients' well being
- Competitive salary AND referral bonuses
- Great Benefits (Medical, Dental, Vision, Wellness-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family oriented culture
- Monday-Friday Business Hours
- Lawley is not a call center environment
- Work hard, play hard!!!



'Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.'