

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Information Technology Support Specialist

### These are the *fundamental* components of the job:

- Provide technical knowledge and support for 550+ users in a hybrid work environment across 16 locations
- Triage incoming calls, emails, and tickets to assist users
- Review tickets on a regular basis and coordinate with senior support specialist as needed to ensure user satisfaction
- Image and deploy workstations, laptops, and phones for office and hybrid associates
- Support BYOD for mobile phones – assist users in setting up mobile applications and setup of email
- Work with managed service providers (managed print service)
- Coordinate and maintain user computer applications, hardware, and network needs with a team of IT professionals
- Implement technology rollouts and changes for IT related projects
- Document and communicate user need within IT workflows and utilize helpdesk software to maintain and consistently deliver a high-quality experience for users

### Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

### Skills / traits that we value for this role:

- 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
- Ability to lift and move up to 50 pounds



*'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.'*

## A bit about Lawley!

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (nearly 70 years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

## Why Lawley?

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1<sup>st</sup> day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$51,498.15 to \$85,830.25.

*'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.'*