

Lawley

INSURANCE | EMPLOYEE BENEFITS

Information Technology Support Specialist

These are the *fundamental* components of the job:

- Provide technical knowledge and support for 650+ users in a hybrid work environment across 16 locations
- Triage incoming calls, emails, and helpdesk tickets to assist users
- Document and communicate user need within IT workflows and utilize helpdesk software to maintain and consistently deliver a high-quality experience for users
- Troubleshoot/diagnose issues related to Windows OS, Microsoft 365, printers, VPN/remote connectivity, and core applications.
- Perform intermediate to advanced hardware diagnosis and repair (desktops, laptops, docks, mobile devices, peripherals).
- Support managed print systems, zoom devices, conference room equipment, and network peripherals.
- Execute approved remediation steps for endpoint security alerts and vulnerabilities.
- 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
- Implement technology rollouts and changes for IT related projects
- Troubleshoot authentication issues (Azure AD, Active Directory, MFA, SSO, conditional access).
- Assist with patching, updates, and basic system administrative tasks.
- Identify and escalate suspicious activity or potential vulnerabilities.
- Follow established procedures for access control, permission management, and data handling.

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:

- 3+ years related IT Professional Experience, previous MSP experience preferred
- Experience installing, upgrading, troubleshooting and repairing networked computers
- Proficient knowledge of computer applications (Microsoft 365, Adobe, Windows OS, Active Directory, MS Office, Exchange online, Edge, Chrome, etc.), helpdesk software, anti-virus, and remote-control software
- Working understanding of networking fundamentals (TCP/IP, DNS, DHCP, VPN)
- Ability to diagnose and resolve software and hardware issues



'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.'

- Ability to learn and support new applications
- Strong problem solving, troubleshooting, time management, documentation, and research skills
- 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

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 (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 1st 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.

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