

Lawley

INSURANCE | EMPLOYEE BENEFITS

Information Technology – Senior Support Specialist

These are the *fundamental* components of the job:

- Provide technical knowledge and support for 650+ users in a hybrid work environment across 18 locations
- Oversee the day-to-day activities of service-desk operations to ensure users and business teams receive the support they require
- Act as a 'go to' resource and mentor to service-desk team for troubleshooting, systems, and related topics
- Triage incoming calls, emails, and tickets to assign to team members
- 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.
- 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
- Coordinate and maintain user computer applications, hardware, and network needs with a team of IT professionals
- 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

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:

- Minimum of 5 or more years of IT professional experience, previous MSP experience preferred
- Prior experience in project management / implementation rollouts required
- Leadership experience or experience acting as a senior 'go-to' member of an IT team preferred
- Experience installing, upgrading, troubleshooting and repairing networked computers
- Expert knowledge of computer applications (Microsoft Office, Adobe, Windows OS, Edge, Chrome, Exchange online etc.), helpdesk software, anti-virus, remote-control software, and Azure preferred
- Working understanding of networking fundamentals (TCP/IP, DNS, DHCP, VPN)



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- 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
- 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 \$56,750 to \$101,279.75.

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