![insight experience logo]

INTERNAL IT SUPPORT SPECIALIST

Insight Experience is seeking an Internal IT Support Specialist to join our geographically distributed team to help keep us connected and productive. We have a wide range of people, devices, locations, requirements, and skills. We need someone to ensure we are operating at peak efficiency and in a secure manner.

WHO WE ARE

Insight Experience (www.insight-experience.com) is a U.S.-based company that creates interactive team-based business simulations for corporate learning and communication. We deliver multi-day classroom programs at locations across the globe. Our products are used in leadership development programs and as part of large scale strategic communication initiatives. Our programs are delivered by affiliate facilitators working in partnership with the client and, at times, facilitators from other learning organizations.

We have been in business since 2001, and have a strong and growing client base of Fortune 500 clients. Our work is grounded in computer-based models of businesses, but our unique competitive focus is helping people understand the link between their leadership and management and bottom line financial performance.

OPPORTUNITY

IE is growing and is looking for a part-time resource, to be based in the continental U.S. This opportunity, which will require 10-15 hours/week during regular business hours, will include:

- Supporting our company infrastructure. This includes a variety of hosted services such as Exchange, Dropbox, HubSpot, and WebEx. We have a number of additional in-house systems.
- Educate our people on how to get the maximum benefit from their devices.
- Supporting a wide range of devices. A major portion of our organization is contract affiliates who use their own phones and computers.
- Help ensure out devices, systems, and procedures are secure.
- Supporting the selection and rollout of software and services that support our work.
- Providing remote technical assistance to internal team members as needed.
- Conducting remote tests of the delivery environment for our software at client locations.

CANDIDATE REQUIREMENTS

Candidates should bring the following skills and experience to this role:

- Familiarity with PC and Apple laptop configuration and integration of mobile and tablet devices.
- Solid understanding of Windows OS versions
- Solid understanding of Microsoft Office applications when used on either PC's or Apple devices
- Solid understanding of computer security. What threats are present and how are they mitigated?
- Must be proactive, self-directed, naturally curious, responsive, detailed, and organized.
- Ability to work as part of a small team in which responsibilities are flexibly shared.
- Strong written and verbal communications, organization, and planning skills.
- Excellent analytical and problem-solving skills.
- Excellent listening and interpersonal skills.
- Ability to work on multiple projects and cross functional team.
- Logical and efficient with keen attention to detail.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Salary commensurate with experience. Applicants must be eligible to work in the U.S.

CONTACT

Qualified and interested candidates should contact us at jobs@insight-experience.com: