

Position Description

Title: IT Support Specialist

Reports to: Director of Technology Services

Salary Range: \$70,000-\$90,000 annually, depending on qualifications, experience, technical expertise, certifications, and demonstrated ability to perform the responsibilities of the position. Potential for annual bonus based on firm profitability and employee performance.

Benefits:

- Medical, Dental, and Vision insurance: 80% employer paid premiums for employee and 50% employer paid premiums for dependents. Two plan options: High deductible with HSA and low deductible plan.
- 100% employer paid premium for Group Term life, voluntary employee paid life and AD&D Insurance.
- 401(k) with 100% company match up to 4% with both Traditional and Roth options.
- Voluntary long-term Disability Insurance.
- Paid time off: 17 days annually for new hires, two half-days per month, 10 holidays plus 1 floating holiday, birthday leave, bereavement leave, 16 hours per year of volunteer leave.
- 100% remote work schedule.
- Certification and designation sponsorship, tuition reimbursement up to \$5,000 annually.
- Additional benefits: fitness membership reimbursement, internet reimbursement, one month paid sabbatical after 5 years of employment, employee home loan program, donation matching, recognition program, employee referral bonus, and company events.

NWAM, LLC dba Northwest Asset Management is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Diverse and inclusive teams have a positive impact on the services we provide our clients and advisors. We embrace and encourage our employees' difference in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique. Military veterans and spouses are highly encouraged to apply.

NWAM, LLC dba Northwest Asset Management is an SEC Registered Investment Adviser.

Job Summary

The IT Support Specialist will work in a client-focused environment assisting the Director of Technology Services with servicing the needs of advisors and clients. This position will assist staff with various technology needs and assist in implementing cybersecurity plans, systems management, and cybersecurity audits.

Requirements and Qualifications

- Must be located in Washington State.
- Bachelor's degree in computer or business-related technology from an accredited college or university.
- Minimum 3 years' experience in technical support role.
- Knowledge of personal computer components integration and home or small office networking.
- Proficiency with Microsoft Office 365 administration and Salesforce CRM systems. Knowledge of Citrix Sharefile administration is a plus.
- Ability to effectively communicate with peers and clients.
- Ability to troubleshoot and solve problems remotely.
- Highly developed intrapersonal skills and customer service skills.
- Strong organizational and project coordination skills with the ability and experience to handle and prioritize multiple assignments and conflicting deadlines, while providing a high level of client service.
- Ability to work effectively under pressure with tight deadlines, with attention to detail, and the ability to handle conflict and negotiate resolution.
- Excellent written and verbal communication skills – clear, concise and organized.
- Ability to work in a team-based environment, proactively covering and sharing task responsibilities with other team members.
- Be self-motivated, show initiative and creativity in all aspects of work (e.g. creating new methods to streamline tasks).
- Work independently with little supervision and knows when to ask for guidance, clarification, assistance.
- Possess a high level of professionalism, confidentiality, discretion and judgment.
- Desire/ability to work successfully in a small company environment.

Duties and Responsibilities

- Provide telephone, email and remote support to system users for firm-supplied hardware and software as well as third-party software platforms.
- User account management for online services.
- Track and update IT tasks and tickets submitted to the firm's CRM system until successful completion.
- Daily review of activity and security logs from firewalls, data backup logs, systems management, and antivirus cloud-based consoles.
- Participation in the firm's cybersecurity committee, cybersecurity audits and cybersecurity surveillance.
- Other duties as assigned by the Director of Technology Services.

