



## **Information Technology Generalist**

Reports to: Chief Information Officer

Location: Remote/Richmond

### **Summary job description**

An employee-owned technology focused company is looking for a flexible individual with a can-do attitude to provide remote IT support, application management and training for 80+ employees from our Richmond location. Responsible for driving the adoption of core business enabling technologies within the company. The IT Generalist is responsible for providing computer information systems support via the phone, email, or remote workstation. Fundamental understanding of Personal Computer and Information Systems operations, possess excellent interpersonal skills for communicating. Be able to perform in an interdependent team environment.

### **Minimum job requirements**

- **Education:**
  - BS Degree in Information Technology or equivalent demonstrable skill acquisition combined with work experience.
- **Recent Experience/Skills with 2-3 years of experience:**
  - Windows Desktops (Procurement, Set-up, and basic troubleshooting)
  - Azure Active Directory
  - Single Sign On Technology (Okta preferred)
  - Conducting Technology Onboarding for new employees and refreshers
  - Patch Monitoring
  - Office 365 (Outlook, Teams, SharePoint, etc.)
  - Cloud-Based Phone System (Contact Center experience is a plus)
  - Document Management (Box preferred)
  - Virtualization (VMware preferred)
  - Basic experience with a business system (ERP/CRM) (NetSuite preferred)
- **Preferred Skills:**
  - Implementing and driving adoption of core technologies within an organization
- **Demonstrated Traits:**
  - Ability to be an interdependent team player.
  - Excellent interpersonal skills: ability to engage at all levels of the client organization
  - Proven analytical and troubleshooting skills.
  - Detail oriented.
  - Organizational and follow-up/through skills.
  - Strong communication skills.
  - Self-Starter desiring to learn and be challenged technically, professionally, and personally.
  - Proven success in taking initiative to plan for and resolve issues.

**Supervisory Responsibility:** none

**Work Conditions:** General office or home office environment.

InSource is an equal opportunity employer of protected veterans and individuals with disabilities.

EEO/AA – M/F/D/V