



## Position: IT Support Analyst

### About Organize To Scale™

<http://www.organizetoscale.com>

Organize To Scale™ helps real estate syndicators and content creators get way more done with way less headache.

We accomplish this by building strong processes and teams around their vision, mission, and values so that they business can scale without breaking the bank, losing precious time, delaying execution, and frustrating the hell out of everyone, including their spouse. ;-)

Operational chaos ... Inadequate processes ... Wrong People in the Wrong Seats ... Not enough time ... the list goes on! BUT, this all is a thing of the past for our clients!

Our passion is empowering mission-driven leaders to thrive in their Sweet Spot! Freeing them up to spend their energy and focus building strategic relationships, generating leads, creating content, closing sales, and doing deals.

We do this by leading, managing and holding accountable the team THEY need to scale your business.

### Position Summary:

Reports to: IT Manager

The successful IT Support Analyst will provide technical assistance to OTS staff. Duties will include ensuring optimal use of hardware and software technologies, enhancing system performance, and securing data. Advisement on IT equipment upgrades may also be required.

### Job Responsibilities:

- Providing IT assistance to staff and customers.
- Training end-users on hardware functionality and software programs.
- Resolving logged errors in a timely manner.
- Monitoring hardware, software, and system performance metrics.
- Updating computer software. as well as upgrading hardware and systems.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.
- Perform any additional tasks as required by OTS and its clients

### Qualifications:

- 3-5 years of experience as an IT support specialist.

- Exceptional ability to provide technical support and resolve queries.
- In-depth knowledge of computer hardware, software, and networks.
- Ability to determine IT needs and train end-users.
- Proficiency in IT helpdesk software
- Experience in documenting processes and monitoring performance metrics.
- Advanced knowledge of database maintenance and system security.
- Ability to keep up with technical innovation and trends in IT support.
- Experience working with G-Suite and Microsoft Office
- Driven, competitive personality combined with innate creativity, a strong sense of urgency and a desire to elevate his/her career to the next level
- Ability to work independently and thrive in a fast-paced environment
- Excellent communication skills, both written and verbal
- Excellent time management and multi-tasking skills
- Use critical thinking skills to identify alternative solutions, conclusions or approaches to problems
- Motivated, goal oriented, persistent
- Start-up experience

**Personal Attributes:**

- Achievement driven; sense of urgency
- Positive attitude
- Strategic problem solver
- Comfortable with fast paced environment with changing priorities
- Proactive
- Independent and strategic thinker
- Ability to lead self and others

**Location:**

This position is 100% remote with occasional travel for company events

**Compensation:**

Organize to Scale offers a competitive wage as a 1099 contractor