



95 Percent Group LLC Position Description

Date: October 2022

Hourly or Salaried: Salaried

Title: Senior Support Specialist

Exempt or Non-Exempt: Exempt

Reports to: Director of Technology

Full-time or Part-time: Full-time

Position Summary:

The Senior Support Specialist will be responsible for delivering end user technology support and training for software systems utilized for 95 Percent Group operations, including the Microsoft 365 platform and applications. The position will be the primary point of contact for end user support and the primary contact for end user technology onboarding and separation.

Essential Responsibilities:

1. End user technology support
 - a. Provide technology support for all company software systems
 - b. Provide technology support for company assigned technology assets and equipment including laptops, desktops, peripherals, and mobility devices
 - c. Evaluate, prioritize and respond to technology support requests, from request initiation to resolution, according to department policies and standards
 - d. Escalate technology support issues to secondary internal and/or external resources when appropriate, and coordinate support between secondary resources and end users
 - e. Maintain expertise in commonly used technology support tools to efficiently support technology end users
 - f. Identify persistent technology support challenges and recommend actions to mitigate the challenges
2. End user technology onboarding and separation
 - a. Coordinate the onboarding of new end users to company software systems including post-onboarding follow-up
 - b. Coordinate the provisioning of end user technology assets and equipment including laptops, desktops, and mobility devices
 - c. Coordinate the separation of end user from company software systems and the recovery of technology assets and equipment
 - d. Assist with managing technology assets and ensuring compliance with company asset policies
3. End user training
 - a. Identify technology training needs for end users and adopting or develop training curriculum as appropriate

- b. Develop and deliver end user training for software systems/platforms and technology equipment
 - c. Utilize end user feedback to provide recommendations for improvements to training processes and procedures
4. Additional technology tasks
 - a. Participate and engage with company and department initiatives to increase technology adoption
 - b. Perform other duties as assigned

Accountabilities:

- End user technology support for software systems and equipment is delivered within department standards and policies and with a focus on customer service
- End users are provided timely responses to support requests and all support requests are managed until a resolution is identified
- End users receive current and relevant training for identified technology systems and equipment
- End user onboardings and separations are fully completed within identified timelines and in compliance with department standards and policies

Skills and Qualifications:

- Some college level coursework (60+ credit hours) required; Bachelor's degree preferred
- Strong understanding of end user technology including Microsoft Windows, Apple macOS, Apple iOS, and Android operating systems
- Strong understanding of web conferencing technologies including Microsoft Teams and Zoom
- Strong organizational skills with the ability to coordinate and prioritize multiple concurrent tasks
- Strong communication skills including the ability to discuss and explain complex concepts to audiences with a wide range of technical knowledge
- Demonstrated 3+ years' experience providing end user technology support in Microsoft 365 environments including strong knowledge of Microsoft 365 desktop applications and integrations
- Demonstrated 3+ years' experience providing end user technology equipment support including mobility devices and computer peripherals (computer docks, monitors, cameras, external microphones, etc.)
- Demonstrated experience applying critical thinking and analysis skills to achieve successful outcomes in a corporate environment
- Experience using endpoint remote access and management tools desired (e.g. BeyondTrust, TeamViewer, Kaseya)
- Experience using

Physical Requirements/Work Environment:

- This position is required to do a moderate to heavy level of physical work and lift up to 51 pounds
- The employee is frequently required to walk, stoop, kneel, crouch, use ladders and to reach with using arms and hands, as required to deploy and maintain technology equipment

- The work environment is typically an office with an average noise level; however, duties may require working for short periods (< 4 hours) in a data center environment with above average noise levels (< 80 dBA)
- Local travel may be required infrequently

Company Description:

95 Percent Group is a leader in literacy instruction for pre-K through grade 8 across the U.S. The company offers professional development training for teachers and administrators as well as print and online products to assist teachers with literacy instruction. 95 Percent Group's comprehensive educational consulting, professional development, diagnostic assessments, and instructional materials help schools deliver instruction that consistently and significantly increase reading achievement.

The company was founded in 2005 and is based in Lincolnshire, IL (northwest suburban Chicago). Its customers are primarily school districts across the U.S., and they are served by consultants who travel for on-site training as well as through online training.

95 Percent Group has a fully engaged and highly committed leadership team who cares deeply about our mission. We've hired the best from inside and outside the industry. This is a tremendous opportunity to join a company positioned for continued significant growth. An added plus is knowing that what you're doing every day is making a significant difference in children's lives. Come work with a group of smart, fun, passionate professionals who value creativity, innovation, and making an impact.

95 Percent Group, LLC is an equal opportunity employer and will consider all applications without regards to race, sex, age, color, religion, national origin, veteran status disability, sexual orientation, gender identity, genetic information or any characteristic protected by law.

Apply for Senior Support Specialist using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=26829572-58e7-42eb-a813-ac5f212a3c53&cclid=19000101_000001&jobId=440914&lang=en_US&source=CC4