

## Technology Support Internship

📍 Seattle, WA

🕒 Part Time (20 hours/week)

📅 Start Immediately

💰 \$15.75/hour

At Leading Retirement Solutions (LRS) our mission is to empower all businesses with the economic independence required to help their employees save for a secure retirement. In order to deliver on this mission, LRS team members uphold their commitment to superior customer service, have a consistent track record of exceeding expectations, and always show their attention to detail by continually advancing their education of our unique industry. With their solutions-oriented mindset and ability to thrive both independently and as part of a team, LRS is able to leverage our strengths and promote innovation throughout our industry. If this aligns with your values, and you possess the skill set to thrive in a fast paced and often changing work environment, we would love for you to join our organization of experts!

We implement 401(k)s, 403(b)s, Defined Benefit Plans, SEP & Simple IRAs, ROBS, ESOPS, Church Plans, and even plans for Cannabis companies. Through our open architecture recordkeeping services, we provide investment advisors, managers, plan sponsors and participants access to traditional and non-traditional investments.

### Department Responsibilities

The Information Technology team provides advice and implement changes to IT strategy and overall network infrastructure, troubleshooting, and maintenance (LANs and WANs) at LRS. They support staff training, maintain online company systems, authorize access and connectivity to applications, and update security efforts. They develop and program the language and procedures governing our proprietary software, applications, and utilities.

### In Your Role

- Support the team in maintaining and troubleshooting hardware, software, and other systems.
- Assist with new employee setup and training.
- Document and organize training materials on software solutions and best practices.
- Research unused features of existing solutions and recommend usage.
- Troubleshoot software and applications, coordinating with vendors, our IT department and team members.
- Lend technology support for cybersecurity, programming, analytics, and data center management.
- Assist with software rollouts, upgrades, new computer roll outs, conference room set up, equipment troubleshooting, and network connectivity.
- Work with various software vendors, including Microsoft/Office365 suite to identify and implement software features that should be deployed for our organization.

### Qualifications

- Work Authorization: U.S. Citizen or Permanent Resident Visa.
- College or graduate student. Past or present studies in Computer Science, Information Technology, Management Information Systems, or related fields.
- Familiarity with Windows 10 and Office 365/2019.
- Strong command of technology and the ability to quickly learn new software solutions.
- Experience with the financial services or investment industry is preferred, but not required.

**To Apply:** Email Human Resources - [careers@leadingretirement.com](mailto:careers@leadingretirement.com)

Be sure to include a cover letter, resume, references, and any additional applicable information.