



IT Support Specialist – Growth opportunities, great benefits, team-focused company

Principal Warranty Corp. is a collaboration of driven and dedicated individuals from all aspects of the automobile and service contract and insurance industries offering superior F&I products and providing exceptional customer service. Our team has decades of business knowledge and is looking for the right person to join us as we grow to the next level.

The Company:

Principal Warranty Corp. is in the beautiful Pacific Northwest in Burlington, WA. We are a rapidly growing warranty administration company looking for motivated individuals to join our team. Because we consider our employees our most important asset, we offer employment packages that allow us to attract and retain some of the best people in the administration industry. If you like new ideas, challenges, and working with a customer focused group of people in a learning-friendly, rapidly evolving environment, we want to meet you!

The Position:

Our fast-growing company is looking for a detail oriented, take charge personality, “excited to learn individual” to take on the position of IT Support Specialist at our warranty administration company. This position is entry-level the right candidate will work as a team member with the IT Manager.

The essential functions will include:

- Working efficiently with users to identify the root cause of issues with hardware, software, break/fix issues, connectivity, peripherals, and IT services.
- Taking on task work within our enterprise systems and applications – provisioning accounts, troubleshooting issues in Azure Active Directory, Microsoft Office Applications, SharePoint and much more.
- Assisting with Microsoft Exchange and/or Office365 task work - confirming email addresses; checking and updating distribution lists, creating, and leading room resources, shared mailboxes, etc.
- Setting up accounts and hardware for incoming hires and tearing down the same for departing employees - building accounts; imaging and deploying hardware; retrieving hardware.
- Setting up, monitoring, and troubleshooting of audio-visual systems for company meetings, events, and conference rooms.
- Helping the team with basic inventory and stock room tasks; arranging warranty repair and replacement of broken items; cleaning and maintaining stock rooms; doing physical asset counts and inventory management.
- Helping with creating and maintaining process documentation
- Prioritization and ticket queue management (ordering work by oldest, last commented, most critical, etc.)
- Resolving all user IT issues quickly, efficiently, and to their utmost satisfaction.

Education and Experience: (Preferred)

- Should have 1-3 years of experience supporting the IT needs of an office
- Should enjoy figuring out hardware, software, account, and connectivity issues such as Outlook and MS Office issues, password resets, troubleshooting wireless/wired connectivity, printer connectivity, folder/file permissions, etc.
- SQL experience a plus
- Web & App Development experience a plus
- VOIP experience a plus

The Benefits:

- Employer Paid Medical, Vision Benefits
- Investment Options – 401k available after 2 months with employer match
- Vacation package
- Sick Leave – exceeding Washington State requirements
- 7 Paid Holidays
- Additional day off to celebrate your birthday!

- Family environment that treats you like more than just another employee
- Culture - We foster a great place to work where fun and hard-work go hand-in-hand
- Full time position, Monday – Friday, 8am – 5pm
- Salary DOE

Why You Should Apply Today

- Competitive pay with untapped growth potential
- Excellent benefits
- Paid holidays, vacations, sick leave and birthday
- A work environment that is both challenging and fun

Interested? Send your letter of interest and resume to Elizabeth Hammack at liz@pwcteam.com.

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