



Position Title: IT Support Specialist

WHO WE ARE:

Lauth is a vertically integrated real estate solutions and investment company rooted in our core values. By having construction, facilities services, property management, and development all in house, it allows us to deliver end-to-end solutions that reduce risk, increase efficiency, and create long-term value for our partners and communities. Our portfolio includes industrial, advanced manufacturing & logistics, office, multifamily, and health & wellness facilities. Our teams live out our core values daily: Get Stuff Done, Always Evolving, Simply Smart, Together, and Have Fun Winning.

SUMMARY:

The IT Support Specialist serves as the primary point of contact for technical support across the organization. Working closely with the IT Manager, this role supports Microsoft 365, Microsoft Entra ID (Azure AD), Azure, Windows 11, endpoint technologies, and key business applications. This position requires strong troubleshooting skills, effective communication, and the ability to manage multiple priorities in a fast-paced environment. The role offers opportunities for growth in infrastructure support, endpoint management, cloud technologies, automation initiatives, and systems administration. Light travel may be required to support company locations and equipment deployments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide technical support for hardware, software, login, access, and connectivity issues.
- Support Microsoft 365 applications including Outlook, Teams, SharePoint, and OneDrive.
- Support business applications such as Procore, Sage 300, RealPage, and Yardi Voyager.
- Document, prioritize, and resolve support requests through the organization's ticketing system.
- Create and maintain user accounts, permissions, Microsoft 365 licensing, and support onboarding/offboarding activities.
- Configure, deploy, and support laptops, desktops, monitors, mobile devices, and endpoint technologies.
- Maintain IT documentation, asset inventory records, and operational procedures.
- Assist with operational monitoring, technology initiatives, Microsoft Copilot adoption, automation efforts, and continuous process improvement.

SUCCESS METRICS:

- Deliver timely and effective resolution of IT support requests across the organization.
- Maintain high user satisfaction through responsive and professional support.
- Ensure accurate documentation, asset tracking, and system administration practices.
- Support a stable, secure, and efficient technology environment aligned with business needs.



QUALIFICATIONS:

Required Qualifications:

- 1–3 years of IT support, help desk, desktop support, or related experience.
- Experience supporting Windows 11 environments.
- Familiarity with Microsoft 365 applications and basic administration concepts.
- Basic Active Directory or Microsoft Entra ID (Azure AD) experience.
- Strong troubleshooting and problem-solving skills.
- Strong verbal and written communication skills.
- Ability to manage multiple priorities in a fast-paced environment.

Preferred Qualifications:

- Experience with ticketing systems, IT documentation, and multi-location support environments.
- Exposure to Azure cloud technologies and basic networking concepts.
- Experience supporting business applications such as Procore, Sage 300, RealPage, Yardi Voyager, or similar platforms.
- Industry certifications such as CompTIA A+, Microsoft 365 Fundamentals (MS-900), or Azure Fundamentals (AZ-900).

COMPENSATION, BENEFITS & GROWTH:

Target Compensation: \$60,000–\$70,000 annually, depending on experience, technical background, and relevant certifications.

Benefits Include:

- Medical, dental, and vision insurance
- HSA and FSA options
- Company-paid life and disability insurance
- 401(k) with company match
- Paid time off and paid holidays
- Employee Assistance Program (EAP)
- Professional development and educational assistance opportunities

Growth Opportunity:

This role provides opportunities to develop skills in advanced infrastructure support, endpoint management, cloud technologies, automation initiatives, and systems administration.

HOW TO APPLY:

To be considered for this opportunity, please submit your resume here:

👉 [Apply for IT Support Specialist](#)