

Help Desk Professional/Software Trainer

Company Summary:

The Lake Superior Area REALTORS® (LSAR) is a non-profit trade association serving over 800 real estate professionals throughout the Northern Minnesota and Wisconsin. We strive to accomplish the priorities and strategic objectives of our volunteer Board of Directors. LSAR advances member success by providing relevant software, training, tools, advocacy and business support to our members.

Company Culture:

We want to look forward to working with all of our team members. As a busy small local business, our close-knit team is self-motivated, goal oriented, and customer focused. We believe no one person is better than another and share in the day-to-day work equitably. We believe in what we do and are committed to working to move business forward while taking time out to share a laugh or six. We believe in supporting a flexible and accommodating work environment and the personal and professional growth of our team members. If this doesn't sound like something you can unequivocally support, LSAR probably isn't the place for you.

Help Desk Professional/Software Trainer:

We are currently looking to add a help desk professional to our team! This individual will be the life raft for our members in navigating a range of industry-specific and general software programs. This team member will possess the ability to provide technical support to persons of all skill levels with a professional and friendly demeanor as well as work well within a small team. Duties include but are not limited to: customer software/hardware support (in-person/email/phone/remote access software), enforcing and effectively communicating policies and procedures, providing software training in-person and via remote technologies for groups of up to 20, staying current on updates and releases for software products and effectively communicating those updates, supporting other team members and other duties as assigned.

Required Skills:

This individual will have excellent written and verbal communication skills, ability to be self-taught with external support. A mastery of Windows OS/iOS, Android/Apple mobile devices, MS Office Suite, Zoom, Google Applications and general software/hardware knowledge.

Bonus Skills:

Microsoft Dynamics CRM, website support/domain management, programming knowledge, network hardware/software support, database administration.

Other Details:

Position will be tailored to the right candidate's needs and skill set but will be 20-40 hours per week during regular business hours. Position may include work from home opportunities and occasional travel. Resume, references, and salary requirements may be sent to Maranda DeSanto, CEO | maranda@LSARealtors.com | 4031 Grand Avenue, Duluth, MN 55807