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IT Specialist I, Technology Services (Full-Time)

Location: On-site (King of Prussia, PA)

Schedule: 37.5 hours/week 8:30 am-5:00 pm

About the Role

Benefit Allocation Systems, LLC (BAS) is seeking an IT Specialist I to join our Technology team. This is a hands-on role responsible for day-to-day IT support, system operations, and security-related activities across the organization. You will work directly with BAS employees to resolve technical issues, maintain systems, and support operational processes that keep the business running smoothly.

This position is ideal for someone who is detail-oriented, enjoys problem-solving, and is interested in building experience in IT operations, AI, security, automation, and compliance.

What You'll Do

Employee IT Support & Operations

- Diagnose and resolve end-user technical issues (hardware, software, applications, connectivity)
- Install, configure, and maintain employee devices and systems
- Provision and decommission user accounts and equipment
- Manage user access, permissions, and physical access controls

Ticketing & Support Management

- Triage and manage IT and system support requests
- Document issues and resolutions clearly and consistently
- Identify recurring issues and contribute to improved processes and documentation

IT Operations & Security Support

- Monitor system alerts, backups, and security notifications
- Respond to data loss prevention (DLP) and security-related alerts
- Assist with system updates, patching, and vulnerability tracking
- Support internal dashboards and reporting related to IT and security

Policy, Compliance & Documentation

- Assist with maintaining IT and information security policies aligned with NIST standards
- Document procedures, workflows, and operational processes
- Support audit preparation and compliance documentation efforts

AI & Operational Tools

- Support implementation and use of approved AI tools to improve support efficiency and consistency
- Assist with documentation, training materials, and internal guidance for AI usage
- Identify opportunities to improve workflows through automation and AI-assisted processes

What We're Looking For

We are looking for someone who is:

- Detail-oriented and highly organized

- A strong problem solver with analytical thinking skills
- Comfortable working in a structured, process-driven environment
- Able to manage multiple priorities while maintaining accuracy
- Service-oriented with strong interpersonal skills
- Interested in learning and applying technology, security, and AI tools

Skills & Qualifications

- Experience with Windows, macOS, and Microsoft 365 environments
- Ability to install, configure, and support end-user hardware and software
- Strong troubleshooting and problem-solving skills
- Ability to document technical processes clearly and accurately
- Strong attention to detail, especially in security and compliance-related work
- Good communication and customer service skills

Preferred:

- Familiarity with basic IT security concepts (access controls, least privilege, monitoring)
- Exposure to NIST or similar frameworks
- Interest in IT operations, automation, and compliance
- Experience or interest in AI-assisted tools for support and documentation

About BAS

Benefit Allocation Systems, LLC provides professional benefits administrative services to support employers across the country. Our team uses proprietary systems, including as operational tools to deliver enrollment, billing, and administrative services to clients and their employees.

Why BAS

At BAS, you'll be part of a team that values training, development, and long-term growth. We invest in our employees and provide the support needed to build skills and advance your career.

We offer a comprehensive benefits package, including:

- Fully paid health insurance
- 401(k) with employer match
- Flexible spending accounts
- Health Savings Account
- Legal Plan coverage
- Generous paid time off
- Paid time off for all federal holidays
- Life and disability coverage

You'll work with a strong team in a stable, growing organization focused on delivering high-quality administrative services to our clients.



Benefit Allocation Systems, LLC is an Equal Opportunity Employer for all protected groups under applicable federal, state and local laws, including protected veterans and individuals with disabilities.