

Job Title: Junior IT Support / Endpoint Management Specialist

Location: Remote (Sri Lanka-based; must be available during EST hours)

Job Type: Part-Time (20 hours/week, ~4 hours/day)

About the Role

We are looking for a Junior IT Support Specialist to assist with day-to-day device management and user onboarding activities for a growing US-based company. This role is ideal for someone early in their IT career who is comfortable working with modern, cloud-based tools and wants to gain hands-on experience in endpoint management and identity systems used by international teams, giving you valuable experience that can accelerate your professional growth.

Key Responsibilities

- Manage device provisioning and configuration (primarily macOS/iOS devices)
- Perform device posture checks and ensure compliance with security policies
- Apply and maintain endpoint management policies (restrictions, access controls, etc.)
- Support browser-based device management tools and workflows
- Assist with user account setup, access provisioning, and onboarding tasks
- Manage and troubleshoot Google Workspace accounts
- Support SSO configuration and access management (Cloudflare-based SSO)
- Document processes and contribute to improving IT workflows

Required Skills & Experience

- Basic understanding of IT support and device management concepts
- Familiarity with macOS/iOS environments
- Experience or exposure to endpoint/device management tools (MDM tools preferred)
- Basic knowledge of Google Workspace (user/account management)
- Understanding of SSO concepts (experience with Cloudflare is a plus)
- Strong problem-solving and communication skills
- Ability to work independently in a remote environment

Nice to Have

- Experience with Iru or any MDM platforms (e.g., Jamf, Kandji, or similar)
- Exposure to security/compliance policies for endpoints
- Previous helpdesk or IT support experience

Work Requirements

- Availability to work 4 hours per day aligned with EST timezone
- Reliable internet connection and remote work setup

Growth Opportunity

As you grow in the role, there will be opportunities to take on broader responsibilities in areas such as onboarding lifecycle management, identity and access management, and overall IT operations. This experience can position you for progression into roles such as IT Administrator, Systems Administrator, or Cloud/Infrastructure-focused positions.