



## Job Requisition

Technology Associate  
Part-Time to Full-Time

### COMPANY OVERVIEW

At Torch Ignited, we're not just colleagues — we're a tight-knit family with a passion for using technology and creativity to make a difference. Our mission is to **ignite business productivity through human-centered AI**, empowering businesses to work smarter, scale faster, and compete with confidence.

**AI consulting and managed technology services are our core focus**, helping clients understand, adopt, and operationalize artificial intelligence while keeping their technology infrastructure running securely. Alongside this, our **software development and digital marketing services** help businesses strengthen their brand and connect with customers in meaningful ways.

Torch Ignited is a technology brand of Torch Designs LLC, based in Lakeland, Florida. Rooted in a small, fun, and family-oriented culture, we are dedicated to delivering **high-quality, high-value solutions** with exceptional customer service that sets us apart.

### JOB SUMMARY

Torch Ignited is seeking a motivated and detail-oriented **Technology Associate** to join our growing team. This position is ideal for a recent graduate or current student with a strong work ethic and a foundation in software development, IT support, and networking concepts who is eager to apply their skills in a fast-moving, AI-first business environment.

The associate will play a key role in **end-user computer support, MSP helpdesk and client support, AI consulting delivery support, minor website updates** (WordPress, PHP, .NET Core, and website editor tools), and **quality assurance (QA) testing** of web-based applications. Additional responsibilities include troubleshooting IT issues, assisting with system development tasks, and documenting solutions for the internal knowledge base.

This is a hands-on position where you'll gain exposure to **AI consulting, managed technology services, software development, and IT support**, all while helping Torch Ignited fulfill its mission to

**ignite business productivity through human-centered AI.** The role starts part-time with a defined path to full-time employment as the company reaches its growth milestones.

## WHY JOIN TORCH IGNITED

- **Family-Oriented Culture:** Experience the warmth of a family-like atmosphere, fostering collaboration, support, and unity.
- **At the Frontier of AI:** Work alongside practitioners who are actively delivering AI consulting and managed technology services to real businesses — not just talking about it.
- **Empowerment Through Impact:** Your contributions will directly support client outcomes, driving real results and meaningful productivity gains.
- **Innovative Drive:** Innovation is in our DNA, enabling you to work at the cutting edge of AI consulting and managed technology services.
- **Cross-Disciplinary Synergy:** Collaborate with professionals across software development, AI consulting, MSP services, and digital marketing.

## RESPONSIBILITIES

- Provide computer and end-user support, including troubleshooting hardware and software issues, setting up workstations, assisting with network connectivity, and installing or updating applications.
- Provide MSP helpdesk support for managed service clients, including remote troubleshooting, ticket management, and escalation to senior staff as needed.
- Support AI consulting delivery by assisting with research, documentation, and preparation of client-facing materials under the direction of senior consultants.
- Make minor website updates using **WordPress, PHP, and website editor tools** (content updates, formatting, and small code adjustments).
- Perform quality assurance (QA) testing for web-based applications, including functional, regression, and user experience testing; document and report software defects clearly to the development team.
- Document support issues, solutions, and procedures to contribute to the internal knowledge base.
- Assist staff with day-to-day IT support needs, including email, file access, and printing.
- Provide front-office support when needed, including answering phones, greeting guests, and assisting with basic office tasks.
- Help maintain a clean and organized office by performing light cleaning tasks as required.

## GENERAL REQUIREMENTS

- Basic knowledge of quality assurance methodologies and testing techniques (e.g., functional, regression, and user experience testing).
- Strong problem-solving skills and attention to detail.
- Ability to document and communicate issues clearly and concisely.
- Positive attitude and willingness to perform general office tasks, such as answering phones, greeting guests, and light cleaning.
- Strong organizational skills with the ability to manage multiple tasks effectively.
- Excellent written and verbal communication skills.
- Reliable transportation for infrequent visits to client sites and our data center.
- Demonstrated work ethic and reliability — we value dependability and follow-through above technical specialization.
- **Must be available to work a minimum of 18 hours per week in person, scheduled within our core business hours of Monday through Friday, 6:00 AM – 5:00 PM. Please do not apply if you cannot meet this requirement.**

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## PREFERRED / NICE TO HAVE

- Familiarity with **WordPress**, **PHP**, and website editor tools.
- Exposure to **.NET Core** and **C#** development.
- Understanding of **Linux environments**.
- Knowledge of networking concepts including the **TCP/IP model** and **HTTP/HTTPS** protocols.
- Experience with **Git** or other version control systems.
- Ability to provide basic **printer support** and **email support** (Microsoft 365 preferred).
- Experience using **Microsoft 365** applications, including **Outlook and email management**.
- Curiosity about artificial intelligence and enthusiasm for learning how AI tools are applied in real business environments.

## PHYSICAL REQUIREMENTS

- Must be able to sit for extended periods of time while working on a computer.
- Must be able to use standard office equipment (computer, phone, tablet, etc.).
- Must be able to see and hear well enough to interact with team members, follow instructions, and perform troubleshooting tasks.
- Must be able to walk, stand, bend, and move around the office or server areas as needed.
- Must be able to lift, carry, and position computer equipment (such as desktops, monitors, or servers) weighing up to 50 lbs.

- Must be able to safely handle and install equipment in racks or workstations, which may require occasional reaching or working in confined spaces.

## LOCATION AND DURATION

This position requires the candidate to work **in person** at our office located in Lakeland, Florida, during normal business hours (**Monday through Friday, 6:00 AM – 5:00 PM**). A **flexible but fixed schedule of at least 20 hours per week** is required within this window. We can accommodate school schedules, but a consistent 20-hour weekly commitment is expected and is a firm requirement of this position.

Telecommuting and relocation assistance are not available.

This is an ongoing part-time position with a defined path to **full-time employment** as the company reaches its growth milestones. Candidates who are seeking full-time employment but willing to start part-time are strongly encouraged to apply.

## HOW TO APPLY

If you're ready to join a fast-growing AI and technology company as a **Technology Associate**, the first step is our online skills assessment through TestGorilla. Only candidates who pass the assessment will be contacted for an interview. There is no separate resume submission — the assessment is your application.

**Apply here:** <https://app.testgorilla.com/s/7cf7uywe>