Identity & Access Management Operations Specialist
Information Technology Services Department

Summary:

The Identity & Access Management Operations Specialist is a member of the Firm's IAM Ops group, a team of professionals who support the authorization of access to the firm's systems, data, and applications. This role is accountable for managing operational requests for user account administration, permissions, and access controls.

The ability to safeguard the firm's digital assets while operating with a sense of urgency on behalf of users allows the Identity & Access Management Operations Specialist to succeed in this position.

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Qualifications:

Education & Credentials

- College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline.

- Appropriate technical certification(s) are preferred.

Knowledge & Experience

- 1+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

- Previous exposure to law firm environment is highly preferred.

Duties and Responsibilities:

- Leads the operational management of identity, access, and authorization requests throughout the employee / user lifecycle from onboard to offboard.

- Promotes timely response to user needs within pre-defined service level agreements (SLAs).

- Responds to support requests either in person, over the phone, or via email in a professional, confident, and courteous manner.

- Determines the priority, criticality, and assignment of tickets and thoroughly documents support requests using the IT Help Desk ticketing system.

- Performs user administration changes in across the firm's technology ecosystem in accordance with identified controls, policies, standards, and operating procedures.

- Facilitates issues handling and escalation with cross-functional support staff to achieve timely resolution.

- Follows up with users, provides feedback, and sees problems through to resolution.

- Keeps up-to-date with the Firm's policies and procedures as they apply to the usage of technology.

- Maintains an open line of communication with IT management to elevate scenarios where the firm's controls and policies conflict with the ability to preserve a quality user experience.

- Actively contributes to and maintains the firm's IT knowledge base (e.g., tips, frequently asked questions, knowledge articles) to help end users resolve issues.

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Qualifications (Continued):

- Experience in providing operational support of IAM related needs in a global environment across a variety of platforms, tenants, and environments, including on-premises and cloud-based systems.

- Working knowledge of applications and systems common to a law firm (e.g., Collaboration solutions, Document Management Solutions).

- Working knowledge of incident / service request intake and triage best practices.

- Working knowledge of leading service desk performance indicators and service level standards.

- Working knowledge of leading service desk technology solutions for IT and non-IT users (e.g., ServiceNow).

Skills & Expectations

- Strong service orientation, and an understanding of the importance of developing effective working relationships with users.

- Excellent verbal and written communications for staff and lawyers of all levels.

- Highly motivated, analytical, organized, and efficient.

- Excellent follow-through, attention to detail, problem solving, and debugging skills.

- Displays a sense of urgency on behalf of users to address needs and prevent issues.

- Ability to work well under pressure.

Duties and Responsibilities (Continued):

- Stays up-to-date on Firm technology and systems, required skills and competencies, as well as policies and procedures through self-guided learning and review of training materials created by the IT Help Desk management / training staff.

- Actively partners with IAM Ops management and other tiered support staff to continuously improve end-to-end IAM operational processes.

Status: Non-Exempt
Reports To: Director of IT Security Solutions
Workplace Type: Hybrid

Qualifications (Continued):

- Ability to elevate risks and issues to leadership through an ongoing open line of communication.

- Ability to work independently as well as collaboratively as part of a team.

- Availability to work before and after business hours and weekends with little or no notice.

Work Conditions

- Based in Washington, D.C.

- Core hours of 9:00 am – 5:30pm, Monday – Friday; hybrid in-office, which will be a combination of onsite, and remote work with occasional on-call availability.

- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., "Green Card" holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.