IT Help Desk Technician- Tier 2
Information Technology Services Department

Summary:

The IT Help Desk Technician-Tier 2 is a member of the Firm's tiered IT Help Desk, a team of professionals who provide a gold-standard technology experience for our lawyers, staff, practice groups, and clients.

This role is responsible for supporting user incidents and service requests that are escalated by Tier 1, typically for needs that are more complex and specialized across the firm's technology estate (e.g., end user devices, applications & software, tools & systems). The Tier 2 Technician also leads problem management, actively evaluating incident trends, driving root cause analysis in partnership with engineering teams as needed, and working to identify and document move-forward solutions.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the IT Help Desk Technician- Tier 2 to promote a reliable and effective technology experience.

Click Here to Apply

Available Shifts (All in ET):
[Please include the shift/s you are interested in on your application.]
- Monday-Saturday 10:30pm – 7am

- Sunday-Thursday 1am – 9:30am

- Monday-Friday 9am – 5:30pm

- Monday-Friday 9:30am – 6:00pm

- Monday-Friday 11:30am – 8pm

Duties and Responsibilities:
- Serves as escalation support for complex user needs (i.e., incident management and service requests) that are triaged by Tier 1 Help Desk Technicians.

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

- Leads coordination with IT technical teams for issues that require advanced engineering support, seeing tickets through until resolution on users' behalf.

- Responds to support requests either in person, over the phone, or via email in a professional, confident, and courteous manner, maintaining transparent communications with users until needs are resolved.

- Thoroughly documents support requests, with particular emphasis on complex and specialized needs, using the IT Help Desk ticketing system.

- Leads problem management: monitoring incidents to identify broader trends and themes, determining the cause, and working with technical leads to apply the fix.

- Actively contributes to and maintains the firm's IT Knowledge Base (e.g., tips, frequently asked questions, knowledge articles, with particular focus on documentation for complex and specialized needs.

- Works with Service Management leadership and Tier 1 / Tier 3 support staff to identify opportunities to optimize escalation and triaging processes.

- Works with Service Management to translate specialized work into routine and commoditized solutions that can be performed by Tier 1 (as appropriate).

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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

- 3+ 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.

- Demonstrated experience with technical troubleshooting and root-cause analysis.

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

- Specialized knowledge of operation system configuration and troubleshooting (e.g., windows platforms).

- Specialized knowledge of common user devices and troubleshooting (e.g., laptops and peripherals, mobile, audio video, printing, multi-function).

- Specialized knowledge of networking and connectivity devices and troubleshooting.

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

Duties and Responsibilities (continued):

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

- 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.

- Performs independent research on systems to solve intricate or difficult technical problems.

- Displays excellent troubleshooting and problem-solving capabilities, remaining calm and focused in pressure situations.

Status: Non-Exempt
Reports To: IT Help Desk Manager
Workplace Type: Remote

Qualifications (continued):

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

- Working knowledge of best practices for designing, implementing, and continuously refining a global, tiered IT support desk model.

- Working knowledge of ITIL-oriented process design for IT Service Management.

- 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.

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

Qualifications (continued):

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

Work Conditions

- As with all positions it will be required to perform other duties as deemed necessary and assigned by the IT Help Desk Supervisor and/or Firm Management.

- 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.