# IT Help Desk Technician
## IT: Help Desk Department

### Summary:

The IT Help Desk Technician is a member of the Firm's 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 providing end user technical assistance and support related to Firm computer systems, hardware, software, and remote access, leading the responsive handling and triage of issues in coordination with cross-functional IT support staff as required.

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 to promote a reliable and effective technology experience.

### Email Resume Here to Apply

**We have two openings for different shifts:**

**Shift 1: M-F 9:00 am – 5:30 pm ET**
**Shift 2: M-F 11:00 am – 7:30 pm ET**

**Please specify what shift you are interested in when you apply.**

### Qualifications:
Education & Credentials

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

### Duties and Responsibilities:

- Provides technical assistance and support for incoming inquiries related to firm computer systems, hardware, software, and remote access.

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

- Thoroughly documents support requests using the IT Help Desk ticketing system.

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

- Monitors help desk issues to identify broader trends and themes, working with IT Help Desk / End User Support management as needed to evaluate potential problems as part of the ITIL / ITSM discipline.

- Follows up with customers, 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.

- Writes tips, frequently asked questions, and knowledge articles for the firm's knowledge base and authors/maintains the Help Desk knowledge base articles.

- 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.

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## Qualifications (Continued):

- 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.

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

- 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

- Excellent attention to detail and organizational skills.

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

- Highly motivated, analytical, organized, and efficient.

**Status:** Non-Exempt
**Reports To:** IT Help Desk Manager
**Workplace Type:** Remote (NY)

Salary range is $82,000- $116,000.

## Qualifications (Continued):

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

- Displays excellent problem-solving capabilities.

- Ability to work well under pressure.

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

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

Work Conditions

- Core hours of 9:00 am – 5:30 pm or 11:00 am – 7:30 pm (dependent on shift), Monday through Friday; remote work with occasional onsite, on-call availability, and overtime.

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

- Position requires access to equipment, software, or technology 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.