

# Senior IT Services Technician

## Information Technology Services Department

### Summary:

The Senior IT Services Technician is responsible for maintaining local IT operations and providing a high-quality technology experience for our lawyers, staff, practice groups, and clients. This role serves as an extension to the Infrastructure, Applications, and Service Management teams, providing local technical knowledge, troubleshooting, and system administration support.

This role requires a solid technical background across a wide range of Firm technology solutions, including but not limited to: hardware and software systems (particularly servers, network, and desktop machines), Audio Visual technologies, and telecom / printer services.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the IT Services Technician to deliver a gold-standard technology experience for the regional office(s) they support.

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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 (e.g., MCSE, Cisco CCNA).

### Duties and Responsibilities:

- Supports the IT Regional Manager to uphold the local IT experience, delivering a service that is both responsive to identified incidents and proactive in continuously improving the Firm's technology solutions.
- Serves as an extension of the Firm's IT Help Desk, providing L1 / L2 support at a local level for regional staff and providing continuity in escalation support with other IT service and solution teams.
- Supports the lifecycle management of regional technology, both for end-users as well as the Firm's offices and facilities.
- Successfully sets priorities, performs tasks in an orderly fashion, and meets project and customer deadlines.
- Keeps the Regional IT Manager informed of status of all desktop support projects.
- Serves as the regional office expert in all aspects of PC, laptop, and printer hardware, operating systems, and IT applications.
- Responds to trouble calls, diagnoses, and resolves desktop hardware and software problems reported by end-users in a timely manner.
- Maintains office computer asset inventory records in accordance with policies and procedures.
- Performs miscellaneous technical support tasks and special technical projects as assigned.
- Performs online or desk-side training on Firm IT applications, systems, and policies for Firm lawyers and administrative staff as required.

## **Qualifications (Continued):**

### **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.
- Demonstrated experience in troubleshooting and repairing end user devices and appliances (e.g., PCs, Laptops, Printers).
- Demonstrated experience with common Operating Systems and software (e.g., Windows 10 and later, Microsoft Office 365).
- Demonstrated experience with Audio Visual conferencing technologies (hardware and software).
- Experience with current PC imaging standards, hardware configurations, memory configuration techniques, and peripheral hardware and software.
- Experience with remote systems such as Citrix.
- Experience with laptop lifecycle management.
- Basic understanding of networking, switching, and routing.
- Knowledge of software applications and installation, ideally those common to a global law firm.

### **Skills & Expectations**

- Ability to work in confined spaces, lift up to 50 pounds, and use various hand tools.

## **Duties and Responsibilities (Continued):**

- Maintains day-to-day operations of the Firm's audio-visual support for conferences and meetings, including VTCs (video teleconference), Webinars, content sharing, audio/video, digital recording, and editing needs.
- Prepares and configures various components of VTC, video equipment, sound equipment, computer, projector, flat panels, screens, and other related systems so they are ready for use before scheduled meetings.
- Performs quality checks and promptly correct A/V problems prior to conferences, meetings, and events.
- Coordinates and ensures A/V maintenance and repair activities meet Firm quality controls.
- Assists and provides responsive support to Client Service Specialists, A/V Specialists, IT Staff in all regional offices, and assists others with VTC setups: Webinars (Web Meetings, LiveMeeting, WebEx) and other multimedia tools, prior to, and in support of meetings and conferences. This includes participating in meeting planning discussions and inquiries.
- Maintains audio visual equipment and inventory, providing a convenient and easy-to-use method to track availability of equipment within the regional offices.
- Actively learns new software and other tools, maintaining necessary A/V expertise in support of meetings. This includes, but is not limited to: Webinar products, PowerPoint, VTC equipment and software, and other Firm software as required.
- Reviews upcoming meetings and events to proactively prevent audio visual problems, room or equipment conflicts.
- Stays current on technology trends and advises the Firm on A/V technological developments and changes in the industry.

## Qualifications (Continued):

- Ability to interact and engage with end users of all levels, demonstrating strong communications and organizational skills.
- Strong service orientation, and an understanding of the importance of developing effective working relationships with users.
- Displays excellent problem-solving capabilities.
- Ability to work well under pressure, remaining calm and focused.
- Ability to work well as part of a team on technical projects.

## Work Conditions

- Based in an assigned regional Covington & Burling office.
- Core hours of 9:00 am – 5:30pm, Monday – Friday; occasional on-call availability.
- As with all positions, the IT Services Technician will be required to perform other duties as deemed necessary and assigned by the Regional IT Manager 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

## Duties and Responsibilities (continued):

- Recognizes the importance of effective client service and represents the Firm in a positive light.
- Keeps scheduled appointments, reports for work on time, and maintains good attendance with valid reasons for absences.
- Maintains professional appearance and conduct appropriate for a professional services environment at all times.
- Demonstrates sound written and oral communications skills and communicate effectively.
- Stays abreast of changing priorities; willing and able to take on new tasks and responsibilities.
- Submits all required paperwork and reports accurately and on time.
- Operates well without specific direction and close supervision.
- Performs independent research on systems to solve intricate or difficult technical problems.

**Status:** Non-Exempt

**Reports To:** Regional IT Manager

**Workplace Type:** Onsite

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.

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