

ENTERPRISE APPLICATIONS ADMINISTRATOR (Exempt)

Responsible for third tier support on the Firms enterprise applications such as iManage Document Management, Workshare Compare, DocX, Metadata Cleaning Tools and Litera Innova. Maintains software deployment packaging and shares support for Firm's SCCM/MECM system to include desktop imaging, application packaging and app metering. Maintains Firm login script application.

Roles and Responsibilities:

- Proactively manages the Firms Document Management (DM) environment to include the daily monitoring of events and performance measurements.
- Ensures document retention is accurately maintained within the DM system. Restores documents and SQL databases from backup as needed.
- Provides third tier support for various enterprise applications as needed. Applications included are Workshare Compare, DocX, cleanDocs, Litera Innova and PATTSY. Other applications supported as needed.
- Maintains up-to-date levels of critical patches and software upgrades for all systems supported by this position.
- Monitors event logs for errors on the applicable systems and makes corrections as needed.
- Proactively manages disk utilization for all applicable systems.
- Monitors system performance on applicable systems and recommends changes as needed.
- Assists with the build and upkeep of the Firm PC image. Works with the desk side team to develop the image deployment strategy and verify hardware compatibility. Assists with keeping the image process updated with latest software releases and applicable patches.
- Builds and tests software deployment packages to be automatically deployed to Firm PCs using SCCM/MECM.
- Uses SCCM/MECM to meter software usage/licensing and restrict access to none sanctioned applications.
- Assists with updates to the Firm login script using Desktop Authority (Script Logic).
- Assists with the development of IT usage policies as it pertains to the legal environment.
- Maintains periodic reporting of key metrics regarding applicable enterprise applications as dictated by management.
- Maintains documentation for all applicable systems. This includes network diagrams, build documents, business continuity documents and restoration procedures.
- Manages and tests the Firm's disaster recovery processes and procedures for critical systems.
- Work with Firm and IT Management on transition to Cloud technologies where it fits and meets the Firm's needs.
- Maintains and increases professional and technical knowledge through participation in professional development activities.
- Will occasionally work with vendors, partners and consultants to identify technology advancements and help determine the viability of those advancements to the Firm.
- Familiarity with all systems managed by the Systems Admin group such as VMWare, Active Directory, Printing, DNS/DHCP, Exchange, Replication Software, SAN, Citrix, LAN/WAN, GPO and Backup Systems

Knowledge, Skills and Abilities Required:

- Bachelor's degree preferred with associated and up to date Microsoft Certifications,
- CompTIA Server + and/or equivalent experience.
- Must have at least 5 years' experience in Information Technology related position.
- Law Firm or Legal experience strongly preferred.
- Must carry a Firm provided mobile communications device and be available after normal working hours.
- Must be able to work flexible hours and maintain regular, timely attendance
- Must have proficient keyboard skills.
- Some travel to other Firm locations and/or remote training facilities will be necessary.
- Interpersonal skills necessary to communicate in person, by email and telephone to provide
- information to clients, attorneys and staff with courtesy and tact.
- Other duties assigned by the employer. Availability to work more than 37.5 hours a week, when needed

Physical Requirements:

- Sighted
- Good hearing and clear speaking voice
- Dexterity with hands and feet

Working Conditions: Normal office environment, with little exposure to excessive noise and temperature.

Reports to: Director of Network Services and Technical Infrastructure