SYSTEM SUPPORT SPECIALIST

FLSA Status: Non-Exempt

Department: IT

Reports to: Service Desk Manager

Position Summary: Responsible for supporting end-user technology in a fast-paced professional environment. Responsible for the imaging, configuration, management, and maintenance of approved equipment, peripherals and software applications to support end-user environment. Responsible to maintain asset life-cycle management through accurate, complete and up-to-date inventory records detailing all technology equipment owned by the firm. Responsible for managing, maintaining, documenting and implementing assigned software applications. Responsible for issue resolution, trend identification, customer and departmental technology advocacy, and maintenance of firm assets.

Essential Duties and Responsibilities: Specific duties of this position include, but are not limited to:

- Providing outstanding, customer-focused technology support

- Technical troubleshooting, analysis, diagnostics and problem solving skills as pertains to technology hardware and software

- Testing, learning, and deploying new and upgraded software packages

- Monitoring and troubleshooting problems with desktop operating systems, hardware, driver and software applications

- Responsible for imaging computer devices with the current firm image, as well as keeping firmware and drivers up-to-date.

- Providing technical coaching and mentoring to Service Desk, and assist colleagues in the resolution of support issues

- Leading or participating in special projects and serving on manager appointed task force teams

- Contributing articles to the departmental Knowledge Base and other user education publications (e.g., FAQ Bulletins, Bulletin Board Tips, instruction sheets, etc.)

- Acting as a SME (Subject Matter Expert) on assigned applications, processes and hardware

- Assisting with customer support on the Service Desk when needed

- Attending training sessions to further knowledge of firm software and processes

- Leading or assisting in training workshops for end users or Service Desk colleagues

- Developing and maintaining competent knowledge of supported applications, relevant products, current support policies, and methods of support delivery

- Creating clear and concise technical documentation

- Maintaining inventory control of critical operating supplies, and initiating equipment maintenance and calibration internally or through approved vendors.

- Providing high quality and details in incident tickets to ensure all logs and tracking tools are used properly at all times.

- Conducting or assisting in the analysis of end user issues/complaints and assists with the delivery of an appropriate remediation and response.

- Assisting with caller inquiries regarding desktop applications, configurations and how-to questions, dispatching tickets accordingly.

- Maintaining standards of performance, implementing and gaining compliance with operating policies, procedures, and best practices, and ensuring the Customer's expectations for quality, service and timeliness are met or exceeded.

- Providing technical or procedural guidance to team members.

- Monitoring support activities for customer base and informing all appropriate parties of any perceived trends, positive or negative, in calls being received and/or solutions being employed or desired by the end user community.

- Effectively communicating to keep management informed by submitting reports alerting management about special or urgent projects, sensitive issues or changes, and by recommending specific action plans to address, correct or improve operating conditions.

- Consistently modeling the highest levels of Customer service, advocacy, and professionalism

- Researching and providing concise, accurate technical solutions to end users on a timely basis

- Participating in the after-hours support program

- Installing, supporting and troubleshooting assistance to all Firm personnel regarding hardware, software, print, or approved mobile devices

- Coordinating shipping and receipt of hardware including maintaining detailed documentation

- Maintaining accurate, complete and up-to-date inventory records detailing all firm Computers and computer related hardware.

- Providing presentation support on / offsite

- All other duties as assigned

Knowledge, skills and abilities required:

- Experience in Desktop Support in corporate environment
- Technical certifications preferred.
  - A+
  - MCDST
  - MOS
  - MCP
  - Exceptional interpersonal skills.

- Ability to make quick and clear decisions
- Ability to meet deadlines while paying attention to details
- Strong technical written and verbal communication skills
- Team collaborative attitude
- Strong customer service skills
- Project Management experience
- Bachelor's degree preferred
- Must carry a Firm provided mobile communications device.
- Will occasionally be required to work more than 37.5 hours a week
- Some travel to other Firm locations and/or remote training facilities will be necessary
- Interpersonal skills necessary to communicate and follow instructions effectively from a diverse group of Customers, attorneys and staff to provide information with courtesy and tact
- Interpersonal skills necessary to communicate in person, by email and telephone to provide information with courtesy and tact
- Other duties assigned by the employer
- Physical requirements are:
  - Sighted
  - Good hearing and clear speaking voice
  - Dexterity with hands and fingers
  - Must be able to lift light weights such as PC equipment, printers and other hardware

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