

APPLICATIONS SUPPORT SPECIALIST

FLSA Status: Non-Exempt
Department: IT
Reports to: Service Desk Manager

POSITION SUMMARY

First point of contact for customer technology requests via telephone or email. Respond to customer requests and solve technology issues, while taking detailed notes in our incident management system of steps for resolution, and manage the flow of other requests

ESSENTIAL DUTIES & RESPONSIBILITIES

Specific duties of this position include, but are not limited to:

- Provide 1st and 2nd level support for firm approved applications and technology equipment.
- Deliver high-level customer service in a fast-paced environment with the ability to stay positive under pressure.
- Produce documented details of all service calls in the ticketing system.
- Advanced MS Office Skillset – Certifications in Word and Outlook preferred. Office 2016 preferred.
- Participate in and understand the life cycle of application deployments, including application installation, testing, deployment, support, and upgrades.
- Maintain an in-depth understanding of the needs and issues of customers, departments and practice groups.
- Maintain an in-depth knowledge of assigned application sets. With a focus on specific applications assigned to become the Subject Matter Expert for both the end user and from the troubleshooting side.
- Create and maintain Knowledge Base articles for end user support issues.
- Monitor support issues related to the assigned applications.
- On assigned SME applications, participate with the project team on upgrades and keeping communications open so that the TRC, the IT Department and user community are informed.
- Troubleshoot application problems, acting as liaison between the customer and the application owner, and at times with the vendor that may be engaged to resolve issues.

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED

- **Critical Thinking and Problem Solving Skills:** Ability to work in a fast-paced environment and use these skills to resolve issues for end-users. This includes skills of asking good questions and actively listening in order to focus on the problem the customer is facing.



- Ability to build relationships with end users and staff to provide next level support and a culture of collaboration.
- Technical Expertise. Continual and self-paced improvement of technical expertise, specifically mastery of the firm's applications and other technology
- Ability to be self-directed, stay on top of deadlines and follow-up with assignments that are outside of answering service calls.
- Thorough knowledge of complex automated information systems management as normally acquired through a Bachelor's degree in MIS, computer science or business administration or, the equivalent experience.
- Ability to travel via private or public conveyance as may be required for support role.
- Communication skills necessary to follow instructions effectively from a diverse group of clients, attorneys and staff to provide information with courtesy and tact by e-mail, telephone or in-person. Also communication skills necessary to document, follow and communicate complex technical processes and instructions.
- Due to the time-sensitive nature of the work and the limited availability of replacement personnel, regular full-time attendance, including being available to work unscheduled overtime hours, is an essential function of the position.
- Other duties as 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 files and boxes (10-30 lbs)

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

