

SOFTWARE AND TECHNICAL SUPPORT SPECIALIST JOB DESCRIPTION

Job Title: Software and Technical Support Specialist

Full/Part Time: Full Time

Reports To: Director of Administration

FLSA Status: Non-exempt

SUMMARY: Design and develop training materials, conduct end-user training, and provide technical support to all employees of the firm both on-site and remote. Learn and understand the firm's technologies to an expert level and act as liaison between IT and end users.

JOB RESPONSIBILITIES

- Provide firm-wide Help Desk service as computer and software-related problems arise
- Assist in identifying, researching, recommending and implementing solutions to technical issues, as well as tracking issues and solutions
- Participate in the evaluation and recommendations of software upgrades and new applications
- Provide high level support to the firm's document management system
- Develop training programs and customize materials for new hires and existing employees
- Interface with vendors for product information and expenditures
- Assist in managing the firm's phone system
- Provide technical assistance with highly complex or corrupt documents
- Work with Director of Administration on annual Technology Budget

JOB REQUIREMENTS

- Strong experience in iManage and document management technology
- Strong interpersonal skills
- Excellent skills to transfer knowledge in efficient, pleasant and effective ways
- Ability to troubleshoot and resolve application and hardware problems
- Willingness to work under pressure
- Demonstrate a high level of ethical conduct and ability to maintain confidentiality of sensitive client and personnel information
- Expert in the Microsoft Office suite
- Knowledge and support of various mobile email devices in connection with firm applications
- Ability to work and communicate with all levels of internal and external clients

PREFERRED QUALIFICATIONS

- Minimum of 1-3 years in a law firm environment
- Ability to handle conflict and difficult situations within a technical and client service environment
- Ability to adapt training to various learning styles and skill sets
- Willingness to be flexible, especially in the following areas: overtime, offering suggestions and working in a team to resolve problems; performing tasks not specifically identified in the job description, and assuming responsibilities as the needs of the department evolve
- The ability to work independently as well as under direction; and as part of a team