



ATLANTA / BIRMINGHAM

## **Desktop Support Specialist**

**Classification:** Non-Exempt/ Full-time

**Reports To:** IT Director

**Supervisory Responsibilities:** None

### **Job Summary:**

The Desktop Support Specialist is responsible for supporting the firm's user community as a member of the Technology Department. Typical support includes end user support with Microsoft products, mobile devices, laptops, Citrix, network issues, phone systems, and general technical support of both onsite and remote users. Support will be provided onsite as well as by phone and remote control. Applicant must provide first-level technical support for customers in a timely, accurate and courteous manner.

### **Duties/Responsibilities:**

- Ability to be productive in technical support environment
- Customer service skills
- Experience setting up video conferencing meetings
- Microsoft Office Suite products expertise (Excel, Word, etc.)
- Mobile device support experience
- Troubleshooting skills
- Maintain a positive and professional attitude
- Communicate regularly with IT management about departmental issues and keep management advised of potential problems in all areas
- Demonstrate flexible and efficient time management and ability to prioritize workload
- Maintain high standards of integrity and business ethics
- Abide by company rules, policies and procedures and applicable laws and regulations
- Consistently report to work on time and prepared to perform duties of position
- Meet department productivity standards
- Ensure compliance with rules and regulations
- Maintain compliance with federal and state regulations and safeguards confidential information
- Perform other related duties as required

**Required Skills/Abilities:**

- Excellent interpersonal and customer service skills
- Ability to work with confidential information
- Must be able to work effectively in either an independent or team environment
- Must possess strong written, oral and interpersonal skills with a demonstrated ability to communicate with outside vendors and internal staff
- Detailed and deadline oriented with the ability to prioritize and multi-task
- Flexible and responsive to changing business needs
- Ability to prepare new equipment for deployment
- Understanding of Citrix technology
- Excellent organizational skills and attention to detail
- Works well with coworkers, peers, management and firm clients
- Strong analytical and problem-solving skills
- Proficient with Microsoft Office Suite

**Education and Experience:**

- High School diploma (Associate Degree preferred)
- Certifications are a plus
- Two years of hands-on desktop support experience
- Experience training users on the use of technology a plus
- Law firm experience a plus

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift and move equipment during installation and maintenance

**Position Type/Expected Hours of Work:**

- Full-time position with a 40-hour work week
- Workdays are Monday through Friday between the hours of 8:30 a.m. to 5:30 p.m.
- Occasional evening and weekend work may be required as job duties demand.

**Travel:**

- Occasional daytime travel required