

JOB DESCRIPTION

**MITCHELL, WILLIAMS, SELIG,
GATES & WOODYARD, P.L.L.C.**

JOB CODE: 6300-02-25

JOB TITLE: IT Help Desk Support Specialist

DEPARTMENT: Clerical/Non-Exempt

INCUMBENT:

SUPERVISOR: IT Director

GENERAL PURPOSE:

This position is responsible for supporting and providing excellent service to end-users. The candidate needs to be able to identify, triage, resolve, and escalate incidents and requests to other members of the department. This includes diagnosing and resolving Tier 1 technical issues related to Windows operating systems, applications, network, servers, and peripherals.

This position is the primary liaison between IT and end-users regarding Help Desk requests. In addition, this candidate develops and maintains IT documentation and may assist in IT projects.

This position functions under the general supervision of the IT Director. His/her work is also supervised by the Systems Administrator who has given him/her a specific project. Working contacts include attorneys, staff and clients.

ESSENTIAL JOB FUNCTIONS:

Specific Responsibilities:

- Provides first line of support to end-users for hardware/software issues via Help Desk, phone, remote access or in person to resolve issues
- Performs system access maintenance including setting up user accounts, permissions, and password resets
- Sets up web conferencing and videoconferencing meetings using applications such as Cisco WebEx
- Provides support for LAN/WAN/VOIP systems
- Maintains and creates reports of hardware and software inventories using IT management systems such as SpiceWorks or Microsoft System Center Configuration Manager
- Collaborates with IT Team members to optimize firm information systems
- Designs and carries out independent projects as assigned
- Participates in IT Help Desk on-call rotation. This includes being able to work outside of normal working hours to support department needs, on nights and weekends.
- Maintains a professional appearance and image while conducting business with members and vendors.
- Performs other functions and duties as assigned.

Typical Qualifications:

- Proven organizational skills and project management success managing multiple projects at a time.
- Must be a highly motivated self-starter who has strong communication skills with extensive troubleshooting experience.
- Ability to prioritize and multi-task while maintaining a high level of energy and customer service attitude.

Education and/or Experience:

- High school graduate or general education degree (GED).
- One year IT Support experience in service or technical-related position.
- Associate, bachelors, or working towards one in a technical or business concentration preferred.

Physical and Sensory Requirements (With or Without the Use of Mechanical Devices): Mobility, reaching , bending, lifting, grasping, fine hand coordination, ability to talk and hear, ability to read and write, ability to communicate with personnel, and ability to remain calm under stress.