

IT Support Specialist

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. Act as 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.

Job Responsibilities, including but not limited to:

- 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.

Qualifications

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

To apply, visit mitchellwilliamslaw.com/careers. For more information, contact our Director of Human Resources Melissa Trelfa at 501-688-8838 or mtrelfa@mwlaw.com.