

Desktop Support Technician

Jacksonville, FL

SUMMARY

The Desktop Support Technician provides Tier 1 and Tier 2 support. This position is expected to be the single point of contact for all SGR employees to report IT related questions and problems. He/she must provide first level hands-on desktop peripheral (laptops, desktops, printers and phones) support and virtual technical support for customers in a timely, accurate, and courteous manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities of the position are subject to change and are not meant to be an exclusive list. These duties include but are not limited to:

- Provide courteous and effective technical support for customers who have questions or problems relating to the SGR computer, telephone and remote access systems
- Provide management escalation and customer notification of IT problems as needed
- Develop and maintain an expert knowledge of all aspects of the SGR technical environment
- Ensure that all Support calls received are resolved to the customer's satisfaction
- Accurately and extensively document all support calls through the ServiceNow ticketing system
- Relocation of existing equipment to support user moves and installation of equipment for new users
- Maintain the inventory of all SGR's production computer hardware
- Setup and support of the Firm video conferencing and audio visual systems
- Provide on-call technical support and resolution after hours - on-call includes nights, weekends, and holidays
- Report observed problem trends or common user frustrations to supervisor
- Deploy, support and trouble-shoot Firm hardware, including but not limited to PCs, laptops, printers and phones
- Perform other departmental duties as required by supervisor in support of the IT department

REQUIRED SKILLS

- Understanding of network LANs and WANs in a Microsoft environment.
- Hands-on experience supporting desktop peripherals
- Experience supporting iManage Document Management System and Microsoft Office suite as well as experience in a virtual Support Center environment.

QUALIFICATIONS

- High School diploma (Associate degree preferred)
- Technical training in network LANs and WANs, plus desktop systems diagnostics, maintenance and repair
- Four years of hands-on desktop and support center experience
- Law firm or professional services firms experience a plus
- Deep knowledge of Microsoft Office, especially in Outlook, Word, and Excel
- ITIL principles and processes

PHYSICAL REQUIREMENTS

Must be able to lift and move equipment during installation and maintenance.

Equal Opportunity

Smith, Gambrell & Russell, LLP is an equal opportunity employer. We recruit, hire and promote all persons without regard to race, religion, color, sex, age, national or ethnic origin, disability, sexual orientation, political affiliation, veteran status, marital status or any other factor protected by applicable law. The Firm is comprised of individuals with diverse cultural, social, economic and personal backgrounds. We believe diversity enhances our workplace and ability to serve our clients' needs.