



## **Desktop Support Technician**

Atlanta, GA

9:00 a.m. – 6:00 p.m. Shift

### **SUMMARY**

The Desktop Support Technician is expected to provide a 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 via Track-it Database
- 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 Word a plus

### **Equal Opportunity**

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