

Help Desk Analyst

Downtown Wilmington, DE, 100+ attorney law firm is looking for a **Help Desk Analyst** to join our IT team. This individual will be responsible for providing firm-wide front-line technology support services via telephone and automated tools; Communicate resolution to users problems; Utilize a logical, analytical and empathetic problem solving approach; Prepare and maintain documentation for the IT section for all supported applications; Possess an understanding and familiarity with working in a networked environment; Responsible for coordination and collaboration with IT Department staff as appropriate; Supported technologies include Microsoft Windows, Office suite applications in a legal context, iManage document / records management, Citrix XenDesktop, mobile device technologies, general networking and printing / scanning. Should strive to continually expand level of knowledge in supported products and platforms. 37.5-hour work week with overtime providing off-hours support coverage as part of Help Desk team.

Function

- ✓ The primary responsibility is to provide outstanding customer support.
- ✓ First point of contact for all IT / AV technical support and service issues.
- ✓ Respond to requests for technical assistance via the phone, e-mail or face to face.
- ✓ Maintain a high level of customer service by accepting and resolving technology support issues and providing proactive updates to customers.
- ✓ Track and maintain proper ticket escalation procedures for basic end-user needs and for those tickets that require engineering attention.
- ✓ Provide and receive continuous cross-training in new technologies and techniques.
- ✓ Seek ways to improve support procedures.
- ✓ Responsible for follow-up with end-users to ensure satisfaction and problem resolution.
- ✓ Act as liaison among Help Desk, IT Department and end users.

Job Duties

- ✓ Provide Help Desk support to all end users on Firm-wide technologies Microsoft Office, Document Management, Litigation Software, Template packages, Digital Dictation, Scanning software, Digital devices, etc.
- ✓ Communicate the resolution to users of their problems in a clear and concise manner, avoiding the use of excessive technical jargon.
- ✓ Utilize a logical, analytical and empathetic problem solving approach with all end users.
- ✓ Provide user support via firm best practices while consistently reviewing and refining methods and communications techniques.
- ✓ Prepare and maintain documentation for the IT Section for all supported applications.
- ✓ Provide one-on-one personal desk side support, coaching, and training as needed.
- ✓ Possess an understanding and familiarity with working in a networked environment.
- ✓ Develop credibility and trust with all end users.
- ✓ Exhibit enthusiasm and support for leveraging firm applications.
- ✓ Conduct crisis communications, foster user morale and address priority work efforts during system disruption / disaster recovery scenarios
- ✓ Demonstrate superior judgment, task ownership and individual / team accountability.
- ✓ Take initiative in researching and investigating IT issues.

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Qualifications

- ✓ Excellent oral and written communication skills
- ✓ Excellent customer service skills
- ✓ Experience in transferring knowledge to non-technical staff
- ✓ Microsoft Windows
- ✓ Microsoft Office 2016 productivity suite within a legal environment
- ✓ Document Management software (iManage, Open Text, Worldox)
- ✓ Citrix XenDesktop VDI, XenApp, Receiver
- ✓ Call tracking applications such as Footprints, Track-It!, SMS, Heat, etc.
- ✓ Document Comparison Software, e.g. Workshare Professional, CompareDocs
- ✓ Legal Specific Practice Applications, e.g. IPRO Eclipse. CaseMap
- ✓ Basic Knowledge of Desktop Hardware and Printers
- ✓ Fundamental understanding of legal services business
- ✓ Demonstrated team player
- ✓ Ability to work in fast-paced environment with availability to work overtime as required

We offer a beautiful facility; a very competitive salary commensurate with skill level and experience; and excellent benefit package, including immediate coverage under our medical, dental & vision plans, parking/commuting allowance, 401K plan and generous paid time off.

To apply for the position, please submit your resume and salary requirements to staff_jobs@ycst.com.