

# Desktop Services Technician

## Information Technology Services Department

### Summary:

The Desktop Services Technician is part of a team of professionals who manage the end-to-end lifecycle of the Firm's workforce devices and endpoints. This includes the planning, design, configuration, deployment, and ongoing maintenance / support of the Firm's appliances.

This role requires a solid technical background across a wide range of Firm technology solutions, including but not limited to: laptops, desktops / workstations, desktop peripherals, mobile devices, and printers / copiers.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the Desktop Services Technician to deliver a gold-standard technology experience.

**Submit Resume [Here](#) to Apply**

### Qualifications:

- Education & Credentials
  - College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline.
  - Appropriate technical certification(s) are preferred (e.g., MCSE, Cisco CCNA).
- Knowledge & Experience
  - 3+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

### Duties and Responsibilities:

- Serves as a valued team member in the delivery of a gold-standard computing experience, providing a service that is both responsive to identified incidents and proactive in continuously improving the Firm's devices.
- Serves as an extension of the Firm's IT Help Desk, providing L1 / L2 support for the Firm's devices, namely in the DC office.
- Proactively engages with IT Help Desk and Regional IT Services Technicians to share knowledge and trends, troubleshoot issues, and standardize services.
- Supports the lifecycle management of workforce technology and appliances, both for end-users as well as the Firm's offices and facilities.
- Responds to help calls, diagnoses, and resolves desktop hardware and software problems reported by end-users in a timely manner.
- Maintains desktop hardware and software directly or through equipment manufacturer warranty.
- Configures and deploys desktop hardware and software, including but not limited to laptops, printers, and handheld devices.
- Supports the maintenance of the IT Asset repository for applicable devices to proactively monitor financial obligations, end-of-life scheduling, and other Firm obligations.
- Supports the maintenance of desktop system policies, procedures, and support documentation across all Firm offices and platforms.
- Performs miscellaneous technical support tasks and special technical projects as assigned by IT leadership.
- Works well as part of a team on technical projects, taking lead as appropriate.

## Qualifications (continued):

- Demonstrated experience in troubleshooting and repairing end user devices and appliances (e.g., PCs, Laptops, Printers).
- Demonstrated experience with common Operating Systems and software (e.g., Windows 10 and later, Microsoft Office 365).
- Experience with remote systems such as Citrix.
- Experience with laptop lifecycle management.
- Thorough understanding of current PC imaging standards, hardware configurations, memory configuration techniques, and peripheral hardware and software.
- Knowledge of software applications and installation, ideally those common to a global law firm.
- Skills & Expectations
  - Ability to work in confined spaces, lift up to 80 pounds, and use various hand tools.
  - Ability to interact and engage with end users of all levels, demonstrating strong communications and organizational skills.
  - Strong service orientation, and an understanding of the importance of developing effective working relationships with users.
  - Ability to work well under pressure.
  - Ability to work well as part of a team on technical projects.
- Work Conditions
  - Based in Washington, D.C.

## Duties and Responsibilities (continued):

- Recognizes the importance of effective client service and presents the firm in a positive light.
- Successfully sets priorities, performs tasks in an orderly fashion, and meets time deadlines.
- Keeps scheduled appointments, reports for work on time, and maintains good attendance with valid reasons for absences.
- Maintains personal appearance and conduct appropriate for a professional services environment at all times.
- Demonstrates good written and oral communications skills and communicates effectively.
- Stays current with changing priorities, willing and able to take on new tasks and responsibilities and learn new technology.
- Remains calm and focused in pressure situations.
- Maintains departmental records in accordance with policies and procedures.
- Submits all required paperwork and reports accurately and on time.
- Operates well without specific direction and close supervision given general guidelines for the position.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

**Status:** Non-Exempt

**Reports To:** Desktop Services Manager

**Workplace Type:** Onsite

Salary range is \$66,000 - \$94,000.

## Qualifications (continued):

- Core hours of 12:00 pm – 8:30 pm or 7:30 am – 4:00 pm, Monday – Friday; onsite in-office and occasional on-call and overtime availability.
- As with all positions, it will be required to perform other duties as deemed necessary and assigned by the Desktop Services Manager or Firm Management.

Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

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Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.