

# Senior IT Services Technician

## Information Technology Services Department

### Summary:

The **Senior IT Services Technician** is responsible for leading local IT operations and providing a high-quality technology experience for our lawyers, staff, practice groups, and clients. This role serves as an extension to the Infrastructure, Applications, and Service Management IT teams, providing local technical knowledge, troubleshooting, and systems support.

This role requires a solid technical background across a wide range of Firm technology solutions, including but not limited to: end-user technology appliances (e.g., laptops and peripherals) along with the applications and services that run on them, office devices and end-points (e.g., network appliances, telecom / printer services), and conferencing capabilities (e.g., Audio Visual technologies).

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the Senior IT Services Technician to deliver a gold-standard technology experience for the regional office(s) they support.

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### 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

- 5+ 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:

- Supports the IT Regional Manager to uphold the local IT experience, delivering a service that is both responsive to identified incidents, and proactive in continuously improving the Firm's technology solutions.
- Serves as an extension of the Firm's IT Help Desk, leading L1 / L2 support at a local level for regional staff, and providing continuity in escalation support with other IT service and solution teams.
- Leads the response for IT service and support calls in regional offices, providing technical support for local staff.
- Diagnoses and resolves technology problems reported by end-users in a timely manner.
- Manages the lifecycle of regional technology, both for end-users as well as the Firm's offices and facilities.
- Configures and deploys end-user and office devices, including but not limited to laptops, printers, and handheld devices as an extension of the centralized Desktop Services team.
- Participates in identifying and supporting delivery of proactive maintenance and upgrades to Firm appliances and systems in partnership with IT solution owners.
- Performs miscellaneous technical support tasks and special technical projects as assigned by the Regional IT Manager.
- Supports the technology-related needs of Facility upgrade projects.
- Leads the identification of continuous improvement opportunities for tiered support services in coordination with Regional Management and centralized IT teams.
- Supports the measurement and reporting of services to evaluate effectiveness and demonstrate value to the Firm.
- Participates in identifying known technology problems, partnering with IT teams to both remediate and document knowledge articles to prevent issues from arising in the future.

## Qualifications (continued):

- Proven experience with common Operating Systems and software (e.g., Windows 10 and later, Microsoft Office 365 / 2021).
- Proven experience in troubleshooting and repairing end user devices and appliances (e.g., PCs, Laptops, Printers).
- Experience with current PC imaging standards, hardware configurations, memory configuration techniques, and peripheral hardware and software.
- Experience with Audio Visual conferencing technologies (hardware and software).
- Experience with routers, switches, and other networking equipment.
- Experience with secure LAN infrastructure, firewalls, and VPN technologies.
- Experience with remote systems such as Citrix.
- Experience with laptop lifecycle management.
- Knowledge and understanding of networking infrastructure and devices.
- Knowledge of telephone / voicemail system configuration and administration.
- Knowledge of software applications and installation, ideally those common to a global law Firm.
- Knowledge of network topologies and protocols.

## Skills & Expectations

- Ability to work in confined spaces, lift up to 50 pounds, and use various hand tools.
- Ability to interact with suppliers, end users, and co-workers in a professional manner to deliver a gold-standard experience.
- Ability to interact and engage with end users of all levels, demonstrating strong

## Duties and Responsibilities (continued):

- Participates in administrating, monitoring, troubleshooting, and supporting the Firm's regional endpoints, appliances, and devices.
- Serves as an extension of the centralized AV team as needed to enable Firm collaboration and conferencing.
- 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, supports junior staff as applicable / needed.
- Manages maintenance contracts with various vendors as an extension of the Regional IT Manager.
- Works well as part of a team on technical projects.
- 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.
- Stays current with changing priorities, willing and able to take on new tasks and responsibilities, and learn new technology.

Salary range is \$79,900 - \$112,402.50

**Status:** Non-Exempt

**Reports To:** Regional IT Manager

**Workplace Type:** In-person

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 an assigned regional Covington & Burling office.
- Core hours of 8:00 am – 4:00pm, Monday – Friday, which will be onsite with occasional on-call availability.
- As with all positions, the Senior IT Services Technician will be required to perform other duties as deemed necessary and assigned by the Regional IT 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 U.S. 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 U.S. 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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