

Technology Support Analyst I

Department: Technology

Organizational Relationship: Reports to the Manager of Technology or the Technology Hardware Services Supervisor

FLSA Status: Non-Exempt

Last Updated: November 30, 2023

General Summary:

The Technology Support Analyst I provides support to the office regarding the resolution of complex desktop, notebook, and remote computing issues. They are responsible for the installation and maintenance of firm PC and notebook computer hardware and software. The Analyst quickly identifies, troubleshoots, and repairs various Firm PC and notebook computer hardware and software. The Analyst acts as a mentor and provides support to the Technology Support Specialists.

Essential Duties and Responsibilities

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Provides support to desktop and notebook systems, hardware and customer related services; cisco VOIP administration, and associated equipment related to these systems and applications; provides support to printers and Multi-Functional Device (MFD) hardware and settings
2. Troubleshoots problems involving hardware, systems software, and applications software; troubleshoots a variety of symptoms in order to diagnose the actual problem; determines whether problem is with technology or end user training and solves problem
3. Provides assistance to end users for firm-approved applications using a variety of different methods; software includes: Microsoft Office, Outlook, Adobe Acrobat, iManage, Litera ChangePro, InTapp Time, Bighand Digital Dictation, Remote Computing (VMware and VPN) and other applications as deemed necessary
4. Keeps abreast of new technologies; reviews appropriate Technology media sites
5. Works with Blackberry Enterprise Server, Blackberry UEM & Work to support our mobile platform; quickly assesses situations and provides solutions for remote access issues
6. Sets up, configures, and installs software in PC computers, notebook computers, printers and networking equipment
7. Configures, deploys and supports mobility hardware including iPhones, iPads and other Technology offerings
8. Maintains an inventory of hardware; provides relocation of PC systems as needed
9. May troubleshoot non-firm hardware when supporting a remote connection
10. Assists with technical administration tools: SCCM, Active Directory, Exchange Admin Centre, Cisco Call Manager and Printers
11. Supports videoconferencing with both internal and external sites

LATHAM & WATKINS

12. Meets and coordinates with other local Technology department members on product installation, training, and support
13. Utilizes SCCM to deploy software packages and updates to end users' workstations
14. Performs complex maintenance on PC equipment such as computers, notebook computers and printers; scans computers for viruses
15. Demonstrates the operations of software to end users
16. Patches connections in Server Room and LAN closets
17. Provides end-user support by answering a support line and Outlook mailbox
18. Tracks support calls and solutions by creating ServiceNow tickets
19. Updates incident tickets
20. Responds to technical or application specific issues both remotely and in person
21. Remains aware of upgrades and rollouts, including contingency plans to minimize users' impact
22. Installs and configures Latham & Watkins standard image
23. Escalation point of contact
24. Performs detailed analysis of all hardware, software and network related issues
25. Coordinates with other areas / departments of the firm where overlap exists to develop efficient procedures / communications to stream-line processes and satisfy various department needs
26. Assists with special projects on various issues as needed
27. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High School Diploma or equivalent required
- Bachelor's degree in Computer Science or Information Systems preferred

Work Experience

- A minimum of three years' technology support experience required
- Experience in installations and upgrades, training and technical documentation desired

Knowledge, Skills, and Abilities

- Expert knowledge and proficiency in a wide variety of software programs, including Windows 10 and Microsoft Office 365 (Word, PowerPoint, Excel and Outlook), iManage, iManage Work 10, and Litera ChangePro
- Expert knowledge of standard hardware components and peripherals
- Quickly develops knowledge of Latham & Watkins templates and macros, the intranet and other custom firm applications and tools
- Quickly develops advanced knowledge of Cisco phone software
- Advanced knowledge of Adobe Acrobat
- Knowledge and proficiency with handheld wireless devices (i.e. BlackBerry, iPhone, and Android) in a corporate environment
- Knowledge and proficiency of various remote communication methodologies required, including VMware and VPN

LATHAM & WATKINS

- Knowledge of network technologies (e.g. server connections, drive mapping, network) and network security (e.g. applying security to folders)
- Experience with unattended software deployment tools, such as SCCM
- Working knowledge internetworking, TCP/IP, client/server relationships, network printing and Active Directory
- Knowledge of VOIP
- Knowledge of Videoconferencing, point-to-point and bridged calls
- Ability to support conference room AV equipment
- Analytical skills needed to troubleshoot a variety of symptoms, diagnose problems, and test, recommend and implement solutions to technology problems
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective mentoring
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to work in a team environment with a customer-service focus
- Strong communication skills, both written and verbal
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to act as a champion on technology within the office and be seen as an ambassador for the technology department across the firm
- Self-motivated, inquisitive and methodical with a can-do attitude
- Calm and capable of working under pressure
- Highly motivated to succeed and advance in their career
- Ability to act as a mentor to junior team members and to assist with their development

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices are required
- Operate and maneuver a service cart for purposes of relocating and storing computers, monitors, printers and peripherals
- Push, pull, carry up to 50 pounds

Working Conditions

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time, and from location to location.