LATHAM&WATKINS

Technology Support Analyst I

PeopleSoft Job Code / Title: 5271 / Technology Support Analyst I
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Manager of Technology
FLSA Status: Non-Exempt
UCM Level: 2
Last Updated: April 9, 2025

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. Provide support to desktop and notebook systems, hardware and customer related services, cisco VOIP administration, and associated equipment related to these systems and applications; provide support to printers and Multi-Functional Device (MFD) hardware and settings
2. Troubleshoot problems involving hardware, systems software, and applications; troubleshoot a variety of symptoms in order to diagnose the actual problem; determine whether problem is with technology or end user training and solves problem
3. Provide 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. Keep abreast of new technologies; review appropriate Technology media sites
5. Work with Intune and Blackberry Enterprise Server, to support our mobile platform; quickly assess situations and provides solutions for remote access issues
6. Set up, configure, and install software in PC computers, notebook computers, printers and networking equipment
7. Configure, deploy and support mobility hardware including iPhones, iPads and other Technology offerings
8. Maintain an inventory of hardware; provide relocation of PC systems as needed
9. May troubleshoot non-firm hardware when supporting a remote connection
10. Assist with technical administration tools: SCCM, Active Directory, Exchange Admin Centre, Cisco Call Manager and Printers
11. Support videoconferencing with both internal and external sites
12. Meet and coordinate with other local Technology department members on product installation, training, and support
13. Utilize SCCM to deploy software packages and updates to end users' workstations
14. Perform complex maintenance on PC equipment such as computers, notebook computers and printers; scan computers for viruses
15. Demonstrate the operations of software to end users
16. Patch connections in Server Room and LAN closets
17. Provide end-user support by answering a support line and Outlook mailbox
18. Track support calls and solutions by creating ServiceNow tickets
19. Update incident tickets
20. Respond to technical or application specific issues both remotely and in person
21. Remain aware of upgrades and rollouts, including contingency plans to minimize users' impact

22. Install and configure Latham & Watkins standard image
23. Escalation point of contact
24. Perform detailed analysis of all hardware, software and network related issues
25. Coordinate 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. Assist with special projects on various issues as needed
27. Promote effective work practices, work as a team member, and shows respect for co-workers

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 Work 10, and Litera ChangePro
- Expert knowledge of standard hardware components and peripherals
- Ability to develop knowledge of firm templates and macros, the intranet, and other custom firm applications and tools
- Ability to develop advanced knowledge of Cisco phone software
- Advanced knowledge of Adobe Acrobat
- Knowledge and proficiency with handheld wireless devices (i.e. iPhone, iPads and Android) in a corporate environment
- Knowledge and proficiency of various remote communication methodologies required, including VMware and VPN
- Knowledge of network technologies (e.g. server connections, drive mapping, network) and network security (e.g. applying security to folders)
- Knowledge of 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
- Ability to work effectively under pressure
- Ability to act as a mentor to junior team members and to assist with their development

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 (3) years' technology support experience required
- Experience in installations and upgrades, training and technical documentation desired

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- Operate and maneuver a service cart for purposes of relocating and storing computers, monitors, printers and peripherals
- Extensive time performing physical activities that require considerable use of your arms and legs and moving your whole body, such as lifting, carrying, pushing, and pulling (up to 50 lbs.), balancing, walking, stooping, grasping, and handling of materials
- 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.