LATHAM&WATKINS

Technology Support Specialist I

PeopleSoft Job Code / Title: 5269 / TechnologySupportSpecialist I
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Manager of Technology
FLSA Status: Non-Exempt
UCM Level: 1
Last Updated: April 8, 2025

General Summary:

The Technology Support Specialist I provides support to the office regarding the resolution of standard desktop, notebook, and remote computing issues. They are responsible for maintenance and troubleshooting of firm PC and notebook computer hardware and software.

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 standard desktop and notebook systems, hardware, and customer related services; provide support to printers, Multi-Functional Device (MFD) hardware and settings, and PDA support including configuring, deploying and troubleshooting
2. Set up PC computers, notebook computers, and printers, initializing and stabilizing performance
3. Configure, deploy and deliver mobility offerings including iPhones, iPads and other Technology offerings; perform regular maintenance on PC equipment such as computers, notebook computers, printers, and peripherals; scans computers for viruses
4. Set up conference room to use technology services (e.g. presentations, network connections, and audio/visual); perform daily checks of conference room to ensure all equipment is working properly
5. Create help desk tickets; notify team members via email when taking an open request and when request is completed
6. Maintain an inventory of PC hardware equipment and software programs; utilize ServiceNow to track loaner equipment for distribution and recovery
7. Provide relocation of PC systems as needed
8. Keep abreast of new technologies; review appropriate periodicals and journals; may work with Practice Support staff in assessing training and development needs
9. Provide additional end-user technical support as needed
10. Meet and coordinate with other local Technology department members on product installation, training, and support
11. Coordinate with other areas / departments of the firm where overlap exists to develop efficient procedures / communications to stream-line processes regarding product installation, training, and support to satisfy various department needs
12. Assist with special projects on various issues as needed
13. Promote effective work practices, work as a team member, and show respect for co-workers

Knowledge, Skills, and Abilities

- Knowledge of standard hardware components and peripherals
- Knowledge and proficiency in software programs, including Windows 10 and Microsoft Office
- 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
- 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

Position Specifications

Education

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

Work Experience

- A minimum of one (1) year technology support experience with PC hardware/software preferred
- Experience working with remote communications hardware including modems, wireless routers, and network interface cards preferred
- A minimum of one (1) year related experience working with notebook computers preferred
- Experience with 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.