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# Technology Support Specialist II

**PeopleSoft Job Code / Title:** 5270 / TechnologySupportSpecialist II
**Department / Subdepartment:** Technology & Information Services
**Organizational Relationship:** Reports to the Supervisor of Technology Support Services
**FLSA Status:** Non-Exempt
**UCM Level:** 1
**Last Updated:** April 8, 2025

## General Summary:

The Technology Support Specialist II provides support to the office by resolving desktop, notebook, and remote computing issues. The Technology Support Specialist II is responsible for installation and maintenance of firm notebooks, desktops, computer hardware and software. The Technology Support Specialist II troubleshoots software settings in firm applications as well as physical hardware repairs.

## 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 desktops, notebooks, hardware, and customer related services; provide support to printers, Multi-Functional Devices (MFDs), and mobile devices including configuring and troubleshooting
2. Provide assistance to end users for firm-approved applications using a variety of different methods; applications include Microsoft Office, iManage, ChangePro, Intapp Time (DTE), Remote Desktop Services, VPN, and other applications as deemed necessary
3. Perform regular maintenance on desktop and notebook computers, printers, monitors and peripheral hardware
4. Set up and configures desktop and notebook computers and printers
5. Meet and coordinate with other local Technology department members on product installation, training, and support; assist or run projects on various issues as needed
6. Set up conference rooms to use technology services (e.g. presentations, video conferencing and audio/visual elements)
7. Provide end-user support by responding to calls, emails and walk-ins; tracks incidents and solutions via ServiceNow tickets
8. Demonstrate the operations of software to customers or provide bespoke outreach
9. Maintain an accurate asset inventory of PC hardware equipment and software programs
10. Keep abreast of new technologies; review appropriate periodicals and journals; may work with Practice Support staff in assessing training and development needs
11. Utilize System Configuration Manager console to deploy software packages and updates to customers' workstations
12. 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
13. Promote effective work practices, work as a team member, and show respect for co-workers

## Knowledge, Skills & Abilities

- Knowledge and proficiency in a wide variety of software programs, including Windows OS and Microsoft Office 365 (Word, PowerPoint, Excel and Outlook), iManage 10, and Litera ChangePro
- Advanced knowledge of standard hardware components and peripherals
- Working knowledge of printer and MFD hardware/settings to perform basic support
- Knowledge and proficiency with mobile devices (i.e. iPhone, iPad, Android devices) in a corporate environment

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- Knowledge and proficiency of various remote communication methodologies required, including RDS, MFA and VPN
- Knowledge of network technologies (e.g. server connections, drive mapping) and network security (e.g. applying security to folders)
- Working knowledge of internetworking, TCP/IP, client/server relationships, network printing and Active Directory
- Knowledge of Telephony hardware and software including VOIP and Videoconferencing
- 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 strong customer-service focus
- Strong written and verbal communication skills
- 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 two (2) years' technology support experience with PC hardware/software required
- A minimum of two (2) years' experience in a customer-focused role preferred
- Experience with software installations and upgrades, training and technical documentation preferred

## 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.

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