

DRINKER BIDDLE & REATH LLP

SERVICE DESK ANALYST

JOB POSTING

JOB TITLE: Service Desk Analyst	STATUS: Non-Exempt
REPORTS TO: Service Desk Manager	LOCATION: Philadelphia
SUMMARY: <p>We have an opening for a Service Desk Analyst to join our team! Based in our Philadelphia, PA office, the hours of this position will be from 9:00 a.m.–5:00 p.m. <i>or</i> 12:00 p.m.–8:00 p.m. The Service Desk Analyst will have responsibilities including, but not limited to: remote and desk-side troubleshooting, software installations, printer support, some video conferencing support, and inputting and tracking all calls via our ticketing system. This position's primary responsibility will be the first point of contact for firm IS questions and issues. The Service Desk Analyst is expected to be able to assist with desktop, handheld, remote access and network environments. A high degree of communication/interaction is required with end users and outside vendors/consultants.</p> <p>It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. The person in this role is expected to be a substantive contributor to the outcomes described and must ensure that client service and client satisfaction are attained in all areas. In addition, in accordance with the firm's Client Service Initiatives, the Service Desk Analyst must consistently display good judgment and have effective interpersonal communications. Confidentiality and discretion are required consistently.</p>	
ESSENTIAL JOB FUNCTIONS: <ul style="list-style-type: none">• Provide telephone and desk-side support for all software programs, applications and hardware supported by the firm.• Log all calls into firm-wide help desk issue call tracking database. Close and document all calls in a timely fashion.• Prioritize, analyze and resolve problems (doing what is necessary to prevent problems from recurring).• Understand and execute standard escalation procedures with tier three support.• Follow up with IS staff and end-users on open customer service requests and unresolved issues.• Write "how-to" documentation for both IS staff and end-users.• Respond calmly to high pressure situations and professionally communicate with non-technical staff.• Provide one-on-one training when needed.• Work on special projects/assignments as needed.• Read reference materials and appropriate periodicals to stay current on software enhancements and new applications introduced in the firm.• Ability to work on multiple projects/tasks simultaneously. <p><i>The statements contained in this job posting are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.</i></p>	
KNOWLEDGE, SKILLS AND ABILITIES: <ul style="list-style-type: none">• Strong knowledge of the supported operating systems, the Microsoft Office product suite as well as firm-supported enterprise applications (e.g., document management, CRM, etc.).• Experience working with mobile devices (e.g., iPhone, iPad, Android, Blackberry, etc.).• Experience in troubleshooting software and hardware-based issues required.• Ability to move, lift and install computer equipment (up to 25 pounds).	

- Excellent organizational skills with strong attention to detail.
- Excellent verbal and written communication skills.
- Ability to work with detailed information accurately and efficiently.
- Candidate should be a highly motivated self-starter with excellent time management skills who is able to handle a variety of projects that require tight deadlines.
- Ability to adjust and adapt quickly to changing situations.
- Willing to accept ownership of projects and be successful in driving those projects, as well as daily tasks, to a successful conclusion.
- Candidate must be able to work well as part of a team as well as independently.
- Able to maintain confidentiality.
- Exhibits clear and concise telephone and email etiquette.
- Ability to interact with people in a manner which shows sensitivity, tact and professionalism.
- Candidate must quickly grasp the goals, service, culture and strategy of both the department and the firm overall.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Must be very flexible and adaptable to changing department procedures when necessary.
- Flexibility for occasional overtime required.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Certificate from an approved technical/computer school (or equivalent experience) and/or 3 years of computer-related experience.
 - A+ and/or networking certifications considered a plus.
 - Bachelor's degree not required, but is considered a plus.
- Demonstrated proficiency or experience with supported operating systems, the Microsoft Office product suite as well as firm-supported enterprise applications (e.g., document management, CRM, etc.).
- Experience with Microsoft's Active Directory considered a plus.
- Availability to work later than end of shift or to come in earlier if required.
- Occasional regional travel required.
- Law firm experience preferred, but not required.

We are an Equal Opportunity Employer offering a competitive salary and full benefits package, including medical/dental/vision, life/disability insurance, paid holidays, and a 401(k) plan.

HOW TO APPLY: Interested candidates should send a cover letter, including salary requirements, and resume to human.resources@dbr.com referencing **Service Desk Analyst** in the subject line. *Incomplete applications will not be considered.*