

DRINKER BIDDLE & REATH LLP
APPLICATIONS ENGINEER
JOB POSTING

JOB TITLE: Applications Engineer	STATUS: Exempt
REPORTS TO: Client Applications Manager	LOCATION: Chicago, IL or Philadelphia, PA
<p>SUMMARY:</p> <p>The Applications Engineer will provide relevant third-level desktop engineering support to all staff on specific software platforms supported by the firm and defined as the responsibility of the group. The Engineer will liaise between firm management, sponsors, users and other Information Services personnel to communicate issues regarding overall operations status and strategy. This role is responsible for attending user group meetings independently or with senior managers and for making recommendations of how improvements can be made. In addition, the person in this role will be required to act as a technical lead in team planning, coordinating and mentoring, while overcoming barriers (internal and external). A high degree of communication and interaction with end users and outside vendors/consultants will be required.</p> <p>The Engineer must be able to communicate and coordinate with high-level executives and contacts, both internally and externally, in a professional and positive manner. In addition, s/he must be willing to accept ownership of projects and be successful in driving those projects, as well as daily tasks, to a successful conclusion.</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. This role is expected to be a substantive contributor to the outcomes described and must ensure that excellent client service and client satisfaction are attained in all areas. In addition, in accordance with the firm's Client Service Initiatives, the Engineer must consistently display good judgment and have effective interpersonal communications. Confidentiality and discretion are required consistently.</p>	
<p>ESSENTIAL JOB FUNCTIONS:</p> <ul style="list-style-type: none"> • Establish and maintain system configurations for the Microsoft Configuration Manager (CM) environment, including primary and secondary site servers and clients. • Recommend and install Configuration Manager architectural design updates, configuration modifications and Microsoft patches. • Recommend and utilize tools for remote management and support of client computers. • Review, recommend and maintain operational support procedures for the CM environment. • Architect, create, deploy and maintain standard workstation images for desktops and laptops; fully automate build process. • Architect and implement patch distribution management via CM for desktop and server settings. • Ensure workstation operation system has the latest security updates (Microsoft and non-Microsoft products), service packs, and manage BIOS & driver maintenance. • Create, deploy and maintain automated installations and repetitive tasks (e.g., workstation reboots after monthly updates) using scripting language (e.g., Visual Basic, PowerShell and JavaScript). • Well-versed in Active Directory group policies and maintaining application groups. • Responsible for management and configuration of AppSense user personalization experience. • Work collaboratively with other technology groups within the IS department and with third-party vendors to coordinate workstation hardware, software, and application capabilities. • Provide technical support and troubleshooting expertise to all levels of staff. • Maintain up-to-date documentation and follow best practices in application and system environments. • Create, maintain and publish applications in the firm's Citrix and Terminal Services environment. • Develop and maintain Profile Management and Group Policy. <p><i>The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.</i></p>	

KNOWLEDGE, SKILLS AND ABILITIES:

- Successful candidate will be a team player who is self-motivated, with experience in planning and deploying application upgrades and acting as Service Center third-level support.
- Experience with Virtual Desktop Technology, including Citrix XenApp, Hyper-V and VMWare.
- Experience with KMS Administration.
- Ability to multi-task and handle multiple issues and upgrades simultaneously.
- The ability to accept mentoring from others and quickly adapt to suggested improvements is required.
- Ability to troubleshoot escalated issues and research solutions for identified issues is required.
- Ability to maintain composure under pressure.
- Superior customer service skills.
- Ability to interact with customers on the telephone and in person.
- Ability to prioritize projects, many with tight deadlines.
- Excellent oral and written communication skills that are technically sound, grammatically correct and without typographical errors.
- Excellent attention to detail.
- Consistent production of quality work.
- Ability to work independently with minimum supervision but also work well as part of a team.
- Client Service-driven.
- Respectful of people's differences in background, culture and perspective.
- Able to quickly grasp the goals, service, culture and strategy of both the department and the firm overall.
- Must conduct him/herself professionally in appearance and actions.
- Flexible and dependable. Ability to work overtime and/or off hours when needed. Availability to work later than end of shift or to come in earlier if required.
- Occasional travel may be required.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree in Computer Science or related degree OR a combination of education, training and minimum of 5 years' work experience with Microsoft Configuration Manager preferred.
- Experience with installation and maintenance of desktop and server-based applications.
- Experience with AppSense preferred.
- Experience with Microsoft's Active Directory required.
- Experience with System Center Configuration Manager (SCCM) 2010/2012, including Windows Server Update Services (WSUS), required.
- Experience with Microsoft Local Administrator Password Solution (LAPS) preferred.
- Experience with Windows 7/10, Office 2016, and Server Operating Systems required.
- Experience working in a law firm preferred, but not mandatory.

We are an Equal Opportunity Employer and we offer an excellent total compensation package, which includes medical/dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holiday/sick days, wellness programs and more.

HOW TO APPLY: Interested candidates should send a resume and cover letter, including salary expectations, to Human.Resources@dbr.com and reference "**Applications Engineer**" in the subject line. No phone calls please.