

DRINKER BIDDLE & REATH LLP
OFFICE TECHNOLOGY SERVICES TECHNICIAN
JOB POSTING

JOB TITLE: Office Technology Services Technician	STATUS: Non-Exempt
REPORTS TO: Office Technology Services Manager	LOCATION: Chicago, IL
<p>SUMMARY</p> <p>We are looking for an Office Technology Services Technician to join our team. Based in our Chicago, IL office, the Office Technology Services Technician's responsibilities will include doing desktop hardware break/fix/installation, software installation, desk-side troubleshooting, printer support, re-imaging computers, inventory control for desktops and notebooks, user account maintenance, and inputting and tracking all desktop calls via our call tracking system. In addition, this role will also provide video conferencing support as needed. This role is a highly visible one, it is imperative that the person in this role has a high degree of customer service skills and excellent communication and interaction skills as the role will be working closely with end users as well as outside vendors and consultants.</p> <p>It is essential that this person be a self-starter and able to work both in a team environment and 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 Technician 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"> • Provides support for all desktop hardware (including system installation, moves and printer maintenance). • On an as needed basis and in coordination with applications or network engineers, provides support and troubleshooting assistance for supported programs. • Works with hardware and software vendors to resolve problems when needed. • Performs user account maintenance tasks. • Works with Service Desk ticketing system to ensure timely problem resolution/documentation. • Performs audio video conference setup and configuration. • Assist as needed with telecommunications moves/adds/changes and troubleshooting. • On an as needed basis, provides computer room operations assistance. • Performs other duties as requested. <p>The statements contained in this job description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.</p>	
<p>KNOWLEDGE, SKILLS, AND ABILITIES:</p> <ul style="list-style-type: none"> • 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.). <ul style="list-style-type: none"> ○ Experience with Microsoft's Active Directory considered a plus. • Experience working with mobile devices (e.g.iPhone, iPad, Android, Blackberry, etc.). • Experience in troubleshooting hardware-based issues required. • Ability to move, lift and install computer equipment (up to 40 pounds). • Excellent oral communication skills. • Excellent written communication that is technically sound, grammatically correct and without typographical errors. • Excellent customer service skills. • Ability to follow instructions accurately. 	

- Possess strong interpersonal skills with ability to build strong relationships. Including the ability to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Must be highly organized and be sensitive and responsive to internal and external client demands and deadlines.
- Must be highly motivated, personable, self-starter who is able to manage multiple projects simultaneously and successfully, many with tight deadlines.
- Proactively keeps others informed of progress; communicates to balance and prioritize competing deadlines.
- Ability to assess, adapt and reprioritize projects quickly when situations change.
- Able to work with all levels of firm management, independently and as part of a team.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the Department.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assume new responsibilities as the Department's and firm's needs change.
- Flexibility to adjust hours to meet operating needs.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Certificate from an approved technical/computer school (or equivalent experience)
 - A+ and/or networking certifications 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.
- Experience working with mobile devices (e.g. iPhone, iPad, Android, Blackberry, etc.).
- Experience in troubleshooting hardware-based issues required.
- Ability to move, lift and install computer equipment (up to 40 pounds).
- Ability to work overtime and/or off hours when needed.
- Occasional regional travel required.

We are an Equal Opportunity Employer offering a competitive salary and full benefits package, including (but not limited to) medical/dental/vision, life/disability insurance, paid holidays, and a 401(k) plan.

HOW TO APPLY:

Interested candidates should send cover letter, including salary requirements, and resume to Human.Resources@dbr.com and reference "OTS Tech - CH" the subject line. *Incomplete submissions will not be considered.*