



## JOB DESCRIPTION

# HELP DESK ANALYST

**FLSA:** Non-Exempt  
**Department:** Information Technology (IT)  
**Reports To:** IT Manager/Director and Executive Director  
**Approved on:** August 19, 2020

Newmeyer Dillion, a regional firm consistently named among OCBJ's Best Places to Work, is a multi-service law firm that provides both litigation and transactional representation. The Firm has gained national recognition for its construction and insurance work, the firm provides representation in a comprehensive range of practice areas including: business and real estate litigation, real estate and corporate transactions, labor and employment, land use and eminent domain, environmental, entertainment and cyber security. This position will be based out of the firm's Newport Beach office.



### **Essential Duties and Responsibilities include, but are not limited to:**

1. Works closely and collaboratively with the Help Desk Analysts.
2. Secondary backup contact for calls made to the Help Desk. Provide timely resolution remotely or in person.
3. Enters all Help Desk requests and resolutions into the ticket system.
4. Regular reporting of call volume and response times to Manager/Director of IT.
5. Backup contact to the Help Desk Analysts, in the creation and termination of user accounts for new and past employees. Including setup of computer equipment, phones and printers.
6. Manages and maintains employee information in Active Directory, including the addition and the deletion of members from security and distribution groups.
7. Maintains, manages and distributes loaner technology inventory.
8. Maintains IT assets, inventory and repair logs.
9. Thorough understanding of current PC operating systems, hardware configurations and peripheral hardware.
10. Maintains and monitors end-user workstations and productivity on local area network.
11. Troubleshoots computer problems, determine source and advise on appropriate action.



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## Essential Duties and Responsibilities (CONTD.)

12. Performs a variety of maintenance, software installation, end-user support to ensure end-user workstations and network performance meet firm and user requirements.
13. Manages and maintains antivirus server and endpoints in order to help mitigate and eliminate any security threats from viruses or malware from the network.
14. Assists in the configuration, installation and testing of network equipment, desktops, laptops and attached devices.
15. Effectively applies troubleshooting and problem-solving skills to various hardware and network problems in a timely manner.
16. Provides IT management with ideas for how technology and department services support can be more effectively used in the delivery of high quality services to the Firm's clients.
17. Maintains desktop hardware and software directly or through equipment manufacturer warranty.
18. Will participate in the team's weekly on-call support rotation.
19. Develops documentation, requirements, specs, test strategies and implementation plans.
20. Performs miscellaneous technical support tasks on special technical projects and phone systems, as assigned by the IT Manager/Director.
21. Performs responsibilities in accordance with all company standards, policies and procedures.
22. Observes confidentiality in all firm and client matters.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the Director of IT or other members of the firm's Management Team.*

# HELP DESK ANALYST

## Education/Experience Requirements

- High School Diploma or GED required; Associates or Undergraduate degree in information systems or related field preferred.
- CompTIA (A+, Network Security), Microsoft, Microsoft Office Specialist preferred.
- At least 3 years of relevant Desktop/Help Desk support and customer service experience desired.
- Extensive working knowledge of PCs, network hardware, operating systems and software (including file server, gateways, workstation, printers, routers, UPS devices, patch panels and switch & routing protocols).

## Knowledge, Skills and Abilities

- Demonstrated ability to be self-driven and organized.
- Deep knowledge and understanding of IT Service Delivery in Windows 10, MS Office 2016 frameworks, Microsoft 365, Microsoft Teams (and other interactive video applications), Citrix and other legal-specific software.
- Ability to rapidly analyze issues, prioritize, anticipate consequences, make decisions and initiate action.
- Interpersonal skills necessary in order to maintain effective relationships with partners, attorneys, staff and colleagues in person, by e-mail and telephone to provide information with ordinary courtesy and tact.
- Provides effective client services and presents the department and firm in a positive light.
- High degree of initiative and dependability. Ability to work with little supervision.
- Exhibits dependability by being present and prepared for work as scheduled, appropriately uses time off policies, schedules lunch and breaks according to department needs.
- Works well alone or in a team.
- Ability to rapidly resolve issues, and recognize when escalation is necessary..
- Work occasionally requires a high level of mental effort and strain when performing essential duties of the position with time constraints, interruptions and stressed attorneys and staff.
- Must be able to perform essential functions of the job unassisted or with reasonable accommodation made by the firm.

- Demonstrates flexibility by being willing to adjust to changes in job requirements and scheduling.
- Perform other duties as assigned by the Director of IT.

## Physical Environment and Working

### Conditions

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Normal office environment with little exposure to excessive noise, dust and temperature extremes.
- This position routinely uses standard office equipment such as computers, phones, multi-function devices (copy, fax and scanning machines), and filing cabinets.
- Work is performed indoors with some potential for exposure to safety and health-related hazards, due to electronics work.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; sit; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Some light lifting of 10-30 pounds and occasional heavier lifting may be required on a regular basis.
- Work may require more than 40 hours per week to complete the essential duties and primary responsibilities of the position.
- Position will require some travel between the Firm's offices.