Position Title:	Applications Support Analyst	Department:	Information Technology
FLSA Status:	Exempt	Reports to:	Chief Technology Officer

Summary

The Applications Support Analyst's primary role is to support and administer the firm's desktop software solutions, provide expert support and problem resolution, and update software. In addition, the position oversees software integration with other solutions and configurations, selects new software solutions to meet the firm's needs, and maintains software and documentation. The Applications Support Analyst must have the ability to work independently and work with others in similar roles in a team environment.

Primary Duties & Responsibilities

- Life-cycle administration for assigned applications, including managing implementations, keeping software up-to-date, configuring for optimal performance, and planning for future needs of all assigned applications.
- Work independently and with team to diagnose, research, and resolve complex application issues.
- Develop and maintain a highly advanced level of proficiency with software and hardware in use.
- Collaborate with other team members to act as a backup for each other.
- Work with the HelpDesk, providing excellent customer service and support to all users with expert, second-level support for firm applications.
- Respond to HelpDesk requests via telephone, email, remote access, and in-person. Track all incidents in the ITSM system.
- Create Knowledge Base articles for future troubleshooting and incident history.
- Work closely with other IT team members, software vendors, manufacturers, and consultants to optimally configure and maintain a high level of solution services, including training HelpDesk personnel to troubleshoot, repair, install, and configure deployed software solutions.
- Work with vendors for operational and technical support as needed.
- Understand and ensure adherence to the security of the enterprise systems and associated software.
- Analyze complex computing problems, recommend solutions, deliver high-quality customer service; write and communicate effectively.
- Manage time effectively and set appropriate priorities.

Requirements

- At least two years' experience working in an IT systems support or specialist role.
- Experience working in a law firm environment is a plus but not required. Ideal candidates will have advanced knowledge of the following:
    - Microsoft Active Directory, Windows Registry, and Group Policies
    - Microsoft Office
    - Windows Operating Systems
- Candidate must be able to work independently and have advanced problem-solving skills.

Skills Preferred

- Microsoft PowerShell
- Microsoft 365 Admin Experience
- Legal-focused software
- SQL Experience
- SCCM Admin Experience
- ITSM ticketing and request system
- DMS Admin Experience
- VDI environment experience