



## **User Support Specialist**

Full-time  
Chapel Hill, NC

Prestigious law firm headquartered in Charlotte needs experienced full-time User Support Specialist to support our Chapel Hill and Raleigh offices. The firm offers an unparalleled opportunity to work with top-notch talent, a competitive and comprehensive compensation package, growth opportunities and continuous training opportunities.

Close collaboration with IT Department peers, managers and the attorneys and staff is required to assist us in rendering exceptional client service and a high level of technical service supporting the software and hardware needs of our firm. The ideal candidate selected for this position must provide guidance for appropriate use of our systems and develop technical solutions.

### **USER SUPPORT SPECIALIST**

#### **Duties and Responsibilities**

- Provide onsite customer support for all applications offered by the firm
- Set up and configure laptop & desktop computers and mobile devices for staff and lawyers according to department and firm guidelines
- Identify, research and resolve technical problems through coordination with HelpDesk peers, IT Network Engineers and Application Analysts, and others
- Respond quickly to telephone, email, and in-person requests for technical support
- Track and monitor all issues to insure timely and effective resolution, escalating to others in IT Support as necessary
- Work with the staff and lawyers to ensure that they understand how to use the technology tools available to them, enabling them to realize the highest level of productivity to minimize recurrence of use-related issues
- Provide multimedia meeting support as necessary, including the support of projectors and teleconference systems onsite and offsite
- May assist in testing of new software and hardware and provide feedback as necessary

#### **Required Skills**

- Exceptional interpersonal skills necessary to work effectively with people at all levels
- Highly organized and able to prioritize responsibilities between both offices
- Solutions-oriented with advanced technical skills
- Strong conceptual knowledge of software and hardware configurations and software applications
- Demonstrated ability to effectively use PC-based word processing, on-line technology, database, presentation, document management, intranet, extranet and spreadsheet software currently in use
- Exceptional oral and written communication skills as necessary to translate complex technical information to non-technical employees

- Familiarity with request and completion tracking in service management software
- Ability to work effectively with little supervision in an atmosphere of multiple projects, shifting priorities, and deadline pressure
- Excellent analytical skills, including the ability to compile, review, and determine logical conclusions or recommendations based on data and information, which widely varies in content and format

### **Required Education and Experience**

- High school diploma or equivalent required
- College degree with substantial coursework in information systems or equivalent experience
- Minimum 3 years' experience in a structured employee service technology position including two years of hands-on PC hardware, operating system, and software support
- Advanced experience with Microsoft Windows 10 and Microsoft Office 2016
- Experience with Active Directory
- Experience with support in a virtual environment a plus
- Experience with remote access technologies

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