



## **Technical Support Specialist**

The Firm is currently recruiting for a Technical Support Specialist. This position will provide users with technical assistance, advice and where necessary training regarding the LAN/WAN, hardware & software environments including, but not limited to, desktop/laptops, IP Telephony system & AV Video Conference systems.

### **Primary Responsibilities**

- Provide user support and resolution of 1st/2nd line technical issues, including basic training on both hardware & software incidents.
- Answer, log & solve calls relating to IS hardware, software, network, printer and telephony incidents that are reported via telephone or email on the call logging software.
- Monitor the office call queue for incidents ensuring all issues raised and dealt with in an effective & efficient manner, where possible ensuring these incidents do not breach agreed SLA.
- Continue to develop a sound understanding of all skills required for the role in an effort to continuously improve the services offered by the IS team, in line with the level of responsibility of the role.
- Setup and configure IS and AV equipment as required for both internal and client facing events.
- Test new software and hardware, perform installations and updates for all IS equipment including desktops & laptops.
- Be aware of technologies, ITIL processes & procedures in use within the department and update where necessary.
- Build & re-build of IS equipment with an understanding of imaging software.
- Adhere to duties as assigned to fully meet the requirements of the position.
- Deliver supplemental or boot camp training, on an as needed basis to back up our firm wide training team.
- Assist firm wide Litigation Support team members on upcoming trials and war room preparations.

### **Experience & Qualifications**

- Excellent verbal, written and oral communication skills.
- Excellent Client Service skills in fast moving, high pressure and dynamic environment.
- Demonstrated ability to work independently and take ownership of issues.
- Experience with Lenovo, Dell & HP products.
- Experience with Windows 10 and Windows 7 Operating Systems and Microsoft Suites.
- Experience with imaging laptops and desktops.

- Experience using HelpDesk tracking systems.
- Experience with Audio Video Systems.
- Light Training Experience.
- Excellent Telephone manner and general communication skills.
- Demonstrate ability to follow and create procedural documentation.
- Experience of Call Logging applications.
- Strong problem solving skills with an analytical mindset.
- Sound knowledge of all of MS Office 2010 -2016 Suites.
- Knowledge and experience of Windows 10 & Windows 7.
- Knowledge of User Administration via Active Directory.
- Experience with Document Management software.
- IS/Support Qualifications.
- Use of scripting methodologies.
- Basic knowledge of networking, switches, etc.
- Knowledge of IP Telephony.

Competitive Salary and Benefits Package Offered.

~~~ We are an Equal Opportunity Employer of Individuals with Disabilities and Protected Veterans. We are an Affirmative Action Employer. ~~~

Interested Applicants should submit a cover letter, resume, and completed application (available at [www.ahfi.com](http://www.ahfi.com)) to Human Resources or [hr@ahfi.com](mailto:hr@ahfi.com).