

Davis Polk & Wardwell LLP (including its associated entities) is a global law firm with more than 900 lawyers in offices in New York, Northern California, Washington DC, São Paulo, London, Paris, Madrid, Hong Kong, Beijing and Tokyo. For more than 165 years, the firm has advised industry-leading companies and global financial institutions on their most challenging legal and business matters. Our firm is ranked among the world's preeminent law firms across the entire range of its practice and our lawyers are ranked in the top tier of their respective fields. Our non-legal professional staff share the same commitment to excellence and client service that has long been the hallmark of our firm.

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## Job Description

<b>Job Title</b>	Computer Support Specialist – Day Shift
<b>Department</b>	Computer Support
<b>Reports to</b>	Computer Support Manager
<b>Exempt/Non-Exempt</b>	Non-Exempt
<b>Work Schedule</b>	Monday through Friday, day shift
<b>Profile Summary</b>	The Computer Support Specialist provides technology support to all users in the firm.
<b>Essential Duties and Responsibilities</b>	<p>Typical responsibilities include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>• Respond to, research and resolve user inquiries for first- and second-level support received via telephone, e-mail or walk-in, in a timely and efficient manner</li><li>• Maintain effective communication and follow-up with assigned floors</li><li>• Interface and maintain effective communication with other Support, Training, and Information Systems staff</li><li>• Escalate problems to appropriate individual(s) based on established guidelines and procedures</li><li>• Acquire and maintain current knowledge of relevant product offerings and support policies to provide technically accurate solutions to users</li><li>• Attend Computer Support weekly Education Sessions, and provide presentations as needed for specific topics</li><li>• Attend ongoing training programs to keep technical skills sharp</li><li>• Take ownership and follow up on tickets escalated to other groups to ensure resolution and user satisfaction</li><li>• Recommend improved Support methods aimed at increasing Support's efficiency and productivity</li><li>• Participate in software and hardware rollouts/upgrades including planning, testing, scheduling, pilot testing, solicitation of user feedback and compilation of same, training, support, monitoring, etc.</li><li>• Demonstrate willingness to cover extended hours and</li></ul>

overtime on holidays, weekends or after regular business hours when coverage is needed

- Write instructional documentation associated with the firm's technology
- Provide weekly activity report to Computer Support Manager

**Qualifications/Position Requirements**

- Strong technical skills in Microsoft Office 2010 and Outlook 2010, Windows 7, HEAT, Internet Explorer, Adobe Acrobat, BlackBerry, iOS devices, ChangePro, DocXTools, Citrix Remote Access products, Autonomy's iManage DeskSite, call center tracking programs, printers and laptops
- Knowledge of Wikis and Unix is a plus
- Cisco experience is a plus
- Remote office location support experience is also a plus
- Receptive and willing to cover extended hours and overtime on holidays, weekends or after regular business hours when coverage is needed
- Strong analytic skills, outstanding customer service skills and be detail-oriented
- Due to the special nature of a non-day shift position, a disciplined self-starter who is resourceful, reliable and trustworthy is needed
- An understanding of the Firm's practice, culture and support operations, especially its technology systems, will prove invaluable
- Ability to manage a varied workload and meet deadlines
- Must be able to work collaboratively with lawyers and staff, demonstrating strong teamwork and a positive attitude
- Excellent written and verbal communication skills

**Education and/or Experience**

- One to 3 years' Support experience
- Bachelor's degree in technology is preferred

**Compensation**

Commensurate with experience.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.