



**Job Title:** Network Technician  
**Department:** Information Technology  
**Office:** New York  
**Reports to:** Network Manager  
**Status:** Non-exempt

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### **Position Summary:**

This position is a hands-on technical position reporting directly to the Network Manager. The position works closely with the entire Network team as well as the rest of the IT team and all levels of professional, legal and administrative support staff.

### **Responsibilities:**

- Develop, configure and maintain workstation and notebook SCCM images.
- Work with other Network staff to assist in the daily administration and upgrading of software and hardware on all network servers.
- Maintain and repair desktop workstations and Ultrabooks.
- Maintain hardware inventory of all equipment and peripherals, including spare equipment, equipment in need of repair, peripherals and diagnostic tools.
- Organize and monitor the distribution of all such materials within the Firm.
- Assist with all Firm-wide backups as needed.
- Upgrade desktop software and hardware as directed by the Network Manager.
- Provide documentation of configuration specifics for departmental distribution.
- Provide desktop support to all Firm users as well as deskside support to the Firm's New York City users.
- Setup audio and video conferences in the NY office with other Firm locations as well as external participants.

### **Requirements:**

- College degree or equivalent network experience (2-4 years) in legal/law firm environment preferred.

- SCCM experience with imaging desktops, including software and maintaining and updating multiple images and keeping documentation of same.
- Backup support for multiple servers including AccuRoute, Mimecast and Citrix (with others added as necessary).
- Experience with supporting iManage in a legal or professional environment including administrative tasks such as document imports and folder creation.
- Stellar customer service and support skills; including the ability to work well within a team.
- Experience with audio/video conferencing hardware and software.
- Ability to work successfully and occasionally self-directed on assigned projects.
- Flexible, able to be on-call after business hours as needed.
- Knowledge of Windows 7 (Active Directory), Exchange 2010, IIS, experience with server and workstation hardware (Dell) and software upgrades.
- Knowledge of administration of network accounts and groups/AD.
- Knowledge of TCP/IP, Cisco routers and switches.
- Knowledge of backup software.
- Microsoft certifications are a plus.

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