McGivney & Kluger

Title: Help Desk Technician

Location: 80 Broad Street FL 23 New York, NY 10004

Job Type: Full-time

Compensation Type: Salary

Start Date: ASAP

Job Description:

McGivney & Kluger, P.C. is looking for a Help Desk Technician with Web and programming skills. Under supervision of the IT Department, the Help Desk Support Technician in the NYC office of McGivney & Kluger provides first and second level support to staff in the local office as well as remote staff throughout the Firm. Supported by IT team members and management in other Mcgivney & Kluger offices, this individual is accountable for support and other technology related activities in his/her assigned office.

Primary Responsibilities:

- Document, track, and monitor escalated issues to ensure a timely resolution and effective communication to all parties involved
- Provide support to remote users throughout the Firm via phone, email, or other methods
- Act as the onsite representative for all technology initiatives in the Downtown NYC Office
- Assists management in proactively meeting the technology needs of the office by keeping IT management abreast of issues and activities
- Work closely with members of the IT team to ensure successful completion of technology projects throughout the Firm
- Updates to the Firm’s website and any ongoing web projects as needed.
- Other responsibilities may be assigned as needed

Qualifications:

- At least 1-2 years supporting end-users in a Microsoft environment required
- Bachelor’s degree in an IT related field or combination of education and technical training required
- Knowledge of troubleshooting, computer hardware, and networking fundamentals also required
- Basic understanding of software development. Must understand basic algorithms and data structures and must be able to solve basic programming problems
• Good understanding of web technologies (HTML, CSS, JavaScript, PHP and Python). Should be able to create basic web pages from scratch.
• Familiarity with both Microsoft and Mac OS X as well as iOS and Android
• Must have excellent communication skills, neat and professional appearance as well as reliable transportation. Some work will need to be performed on-site at our other locations
• Ability to lift up to 50lbs
• Experience working in a law office, or other professional services, firm a plus
• Must be self-motivated and dedicated to continual personal and professional improvement

Application Instructions: Send cover letter and resume to LDMCGIVNEY@MKLAW.US.COM.

About the Organization:

McGivney & Kluger, PC is a national defense litigation firm with approximately 100 experienced litigation attorneys in 10 offices primarily located in the Northeast United States. The diverse skills of our staff enable us to provide a wide array of services from standard litigation practice to representation in complex and specialized practice areas.