

**Company:** Woods Oviatt Gilman LLP

**Department:** IT

**Position:** Help Desk Technician (full time)

It is an exciting time to be at Woods Oviatt Gilman! Through our continued growth, we work very hard to maintain an environment that is fun and a place to feel proud of while out in the community. The firm recognizes the importance of work/life balance and many programs are in place to support that philosophy.

At Woods Oviatt Gilman we celebrate the whole person and find that our relationships run deeper and stronger when we focus on the humanity of our clients and partners - not just the legal issues. Woods Oviatt has proudly served Western New York’s legal needs for over 165 years, and we believe that the next 165 are looking bright!

**Summary**

We are currently hiring for a Help Desk Technician to provide technical assistance in a fast paced environment. This person will answer questions on basic technical issues and offer advice on how to solve them. An excellent Help Desk Technician must have good technical knowledge and be able to communicate effectively to understand the problem and provide a solution. This individual must also be customer-oriented and patient.

**Duties and Responsibilities**

* + Serve as the first point of contact for employees seeking technical assistance
  + Perform troubleshooting to resolve issues
  + Create and manage tickets within Help Desk ticketing tool
  + Call logging and monitoring open tickets to resolution
  + Documents, tracks, and monitors the problem to ensure a timely resolution
  + Direct unresolved issues to the next level of support
  + Pass on any feedback or suggestions by employees to the appropriate internal team
  + Troubleshoot basic network and connectivity issues

**Preferred Requirements**

* + BS/BS in IT, Computer Science or relevant field preferred
  + **Two years**, or more, of experience in a help desk support role
  + Possesses a sense of urgency and ability to quickly assess, diagnose and resolve reported problems
  + Proven customer service skills
  + Effective ticket documentation and communication skills
  + Must be able to work independently
  + Strong organizational and time management skills
  + Ability to work in a team environment
  + Knowledgeable of Windows 7, Windows 10, Office 2010, Office 2013, Office 2016, versions of Adobe Acrobat
  + Web browsers such as Internet Explorer or Google Chrome, common printer issues, mobile devices, and general computer hardware troubleshooting skills