

IT Service Desk Engineer

Reports to: Director of IT

FLSA Status: Non-Exempt

As an onsite Service Desk Engineer, you will provide frontline IT support for internal staff, including break/fix, user accounts, access requests, onboarding/offboarding, project support and more. The Service Desk Engineer will be responsible for maintaining, troubleshooting, and repairing computer and office systems in our NYC and Delaware offices and supporting in-person and remote workers.

Service Desk Engineers will use their technical knowledge and communication skills to support and resolve user issues quickly and effectively. As a Service Desk Engineer, you must be able to utilize active listening, critical thinking, and communication skills to continuously provide exceptional support. Eagerness/quick to learn, passion for customer service, takes initiative, results driven.

Job Duties: Primary duties consist of, but are not limited to the following:

- ✘ Fulfill level I/II support requests including user account information, password resets, permission issues, email and file access requests, break/fix, onboarding/offboarding, utilizing Azure, AD, O365, Microsoft Office, third party/cloud software, and Sophos security.
- ✘ Provide support to both on-site and remote end users.
- ✘ Configure, deploy & support PCs/Laptops/Phones/Printers and other equipment.
- ✘ Diagnose and resolve hardware, software, and system issues and alerts.
- ✘ Support company backup and recovery systems.
- ✘ Document IT policies, procedures, and user instructions as needed.
- ✘ Demonstrate a sense of urgency while acting in a professional, personable manner and manage expectations to maintain overall end user satisfaction.
- ✘ Skilled in problem solving.
- ✘ Escalate requests to Manager/Director as needed.
- ✘ Provide afterhours support for end users as needed.
- ✘ Open to wearing multiple hats.

Qualifications:

- ✘ Associate degree or 1-3 years of Information Technology experience in a Tier I/II role.

- ✘ IT Professional certifications a plus.
- ✘ Previous experience working for a Law Firm or Fintech experience a plus.
- ✘ Knowledge and experience of Windows 10/11, Azure, Active Directory, O365, iOS/Android.
- ✘ Knowledge of video conferencing systems, security systems, networking/servers, and iManage/Legal industry document management systems a plus.
- ✘ Able to lift and move up to 25 lbs. on an intermittent basis.
- ✘ Experience with a systematic problem-solving approach, coupled with a sense of ownership and drive with the ability to adjust quickly to changing priorities.
- ✘ Excellent customer service, organization, multitasking, and communication skills.
- ✘ Ability to work in our NYC office 5 days per week.
- ✘ We are looking to hire in the \$70-80,000 range.

We provide a full host of benefits including medical, dental and vision insurance; short and long term disability insurance; 401k participation; technology reimbursement; and in-office snacks and drinks.

Please submit your resume and cover letter to careers@labaton.com.