



## Harter Secrest & Emery LLP

ATTORNEYS AND COUNSELORS

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December 2009

### **INFORMATION TECHNOLOGY SPECIALIST, HELP DESK SUPPORT EMPLOYMENT OPPORTUNITY Rochester, NY**

Harter Secrest & Emery LLP, Rochester's largest law firm, seeks an IT specialist, help desk support representative to join our team in Rochester, NY. The position is responsible for responding to help desk calls regarding software and hardware problems, troubleshooting technical issues for both computers and telephone systems, and providing resolution in a timely manner. Additionally, the help desk support position assists in the configuration of all desktop and laptop computers, installation of new hardware or software, and upgrades.

#### **Job Responsibilities:**

- Participates in standard helpdesk coverage;
- Performs desktop and laptop setup and configuration, hardware and software installation and upgrades;
- Provides conference room technology set up as requested by the firm partners and staff;
- Monitors software usefulness and provides insight on user feedback;
- Provides assistance support for firm wide telecommunications, including office phone systems, voice mail, and PDA/smart phones;
- Assists IT colleagues and senior level IT staff with systems support as required (i.e., network and security upgrades, remote access maintenance, etc.); and
- Maintains current knowledge of upgrades to existing systems and new applications; offers suggestions as to appropriate software and hardware upgrades to improve current applications and equipment.

#### **Education / Experience Requirements:**

- AS or AAS in computer science or related field and two (2) years experience in a technology position with assignments such as hardware set up, telecommunication systems; **or** an equivalent combination of education, experience, and/or professional certifications sufficient to indicate the ability to perform the duties of the position;
- Thorough knowledge of software applications to include MS Office, MS Outlook, MS Internet Explorer;
- Good working knowledge of telecommunications systems; ability to integrate PDA or smart phone devices into the firm's Exchange e-mail system;
- Strong customer service skills required to maintain effective relationships with partners, attorneys, paralegals, staff, and vendors; ability to work collaboratively as part of the IT team;
- Good organizational skills; ability to respond to multiple priorities and meet varying deadlines; ability to coordinate projects involving input from multiple participants;

#### **Recruiting Information:**

- Competitive salary dependent on education and relevance of prior work experience
- Excellent benefit package includes:
  - 3 weeks vacation at 1 year of service
  - Significant employer contribution toward health insurance
  - Retirement program includes both defined contribution plan and 401K plans

*Applications and resumes may be submitted on-line: [www.hselaw.com](http://www.hselaw.com) (select 'Join Us'). General inquiries may be addressed to Rhonda Noto, Assistant Director, Human Resources, Harter Secrest & Emery LLP, Rochester, New York.  
EOE*

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