

Information Technology Support Specialist

Job Description

The law firm of Coleman Talley LLP has an immediate opening for a fulltime IT Support Specialist in its Valdosta, Georgia office. The successful candidate must have a minimum of 2 years' experience of troubleshooting in a multi-user high availability environment. Bachelor's degree in computer science/technology required, or equivalent experience in field; 10+ years.

The IT Support Specialist position is an onsite position located in Valdosta, Georgia. The successful candidate will support the law firm operations and information technology needs for multi-sites; assisting with technology related projects; supporting internal and external business applications; supporting data network systems, end-user systems, ensuring timely upgrades and enhancements, and maintaining IT security. This role provides end-user support to remedy computer, audio/visual, network, printing, and other technology related issues in a timely and professional manner. Solutions may be provided remotely or onsite as appropriate.

Responsibilities include but not limited to:

- Implement and utilize an internal ticket system for logging and tracking technology support requests; prioritize end-user requests, determining urgency and resources to support requests.
- Interact with Firm Administrator on technology procurement needs, recommendations, and the annual technology budget.
- Interact with technology vendors on routine needs; coordinate and communicate with Firm Administrator on service relationship and recommendations for improvement or change.
- Monitor information technology and software trends in the legal industry, make recommendations to the Firm Administrator regarding same.
- Provide technical liaison support with software application vendors and any external IT Service providers to facilitate issues resolution. Follow-up, communicate and drive escalations.
- Monitor IT systems for security compliance and take action to resolve vulnerabilities. Communicate with the Firm Administrator regarding same.
- Ensure server and endpoint client applications and operating systems patching is maintained.
- Monitor and maintain on-premise servers both physical and virtual.
- Provide recommendations as to best resource or methods related to e-discovery requests.
- Monitors data storage and makes recommendations on need to expand, purge, or archive.
- Ensures server and endpoint client applications and operating systems patching is maintained.
- Maintain and or, create IT related policies and procedures in coordination with the Firm Administrator.
- Identify root-causes of operational issues and process inefficiencies; communicate to Firm Administrator and make recommendations to resolve.
- Works independently with limited supervision.
- Utilizes excellent communication skills to communicate complex IT issues/concepts into short explanations and simple terms, being sensitive to the end-user's time.
- Willingness to work after-hours in emergency situations, including weekends and holidays.

Benefits

- Paid time off
- Health Insurance
- Dental
- Vision
- Life
- Disability
- Flexible Spending Account
- 401(k) including matching contributions

Coleman Talley LLP hires hard-working individuals with diverse backgrounds, and interests. We value our culture and are proud of our respectful and friendly reputation.

How to Apply

Submit your resume and cover letter to Becky Pearson, Firm Administrator, at jobopportunity@colemantalley.com

About Us

Coleman Talley LLP is a leading mid-size law firm dedicated to providing trusted legal services for more than eight decades. Our comprehensive knowledge and experiences allow our team to serve a variety of legal needs across a wide spectrum of industries from our offices located in Valdosta and Atlanta, Georgia, and Jacksonville, Florida.

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