

Information Technology and Applications Specialist

Downey Brand LLP, a regional multi-office law firm, seeks an Information Technology and Applications Specialist with a minimum of 5 years' experience. Being a law firm, we feel someone with previous legal experience, preferably as a legal secretary, paralegal or someone in legal IT, would be ideally suited for this position. The candidate should be familiar with all aspects of desktop help desk and end user support. You will join our strong IT staff with an emphasis on supporting Windows 10, MS Office, Outlook, document management, CCC Macro Pro and case/practice management software. Understanding how these systems work together is a major plus. MS Word experts will get special consideration.

Successful candidates should possess a working knowledge of common legal processes so that they can assist in supporting solutions used by the firm. You will be interacting directly with our attorneys, paralegals, secretaries and support staff. Strong interpersonal and communications skills, especially phone/remote support skills are required. This position fields incoming emails and calls to the Help Desk and escalates as needed to senior team members. The ideal candidate will also be focusing on training all new employees on our current desktop environment and develop an ongoing training program for employees as needed.

We are looking for a dedicated employee that can become a valuable addition to our IT team. We will train the right candidate on our firm environment and on the software we use. Our IT staff supports most functions internally, so we can offer you exposure to the latest technologies. Our environment consists mostly of Windows 10 desktops, Office 2016, eDocs and iManage document management systems, and other legal specific software applications. We also support remote workers with virtualized desktops through VMWare Horizon and mobile devices through VMware Workspace One (AirWatch).

We have three offices in California and one in Nevada. Some limited travel may be required for this position.

This position requires exceptional attention to detail and organizational skills, as well as strong written and verbal communication skills. A solid work ethic, impeccable attendance and punctuality, and the ability to work independently as well as part of a team are critical. A positive attitude, the ability to set priorities and to work under pressure, and the ability to establish a good rapport with firm attorneys and staff is vital.

Qualified applicants may submit cover letter and resume in confidence to Cindy Snook, Director of Human Resources, through the firm's web application: www.downeybrand.com. Submit your application for this position here: Information Technology Specialist I.

No phone calls please. Downey Brand LLP is an Equal Opportunity/Affirmative Action employer.