



## **JOB DESCRIPTION**

Title: Level 1 Help Desk Support Technician

Status: Full-time; Hybrid / Remote Position  
FLSA – Non-Exempt

### **Description**

**Leason Ellis LLP** is seeking an enthusiastic, professional and detail-oriented Level 1 Help Desk Support Technician to join our dynamic law firm! This junior level IT position is ideal for a candidate eager to build hands-on technical experience while supporting a fast-paced legal environment.

The successful candidate must have the demonstrated ability to:

- provide effective, professional and reliable IT support to a busy team of legal professionals and clients
- act as initial point of contact for IT related issues by providing front line support to end users
- prioritize and manage a full workload with a keen attention to detail and accuracy
- work both independently and in collaboration with others as a team player with a positive attitude
- comprehend and quickly diagnose and resolve technological issues
- apply superior organizational and IT skills with a keen sense and system of following-up and following-through on pending items and issues
- work in a fast-paced environment, manage multiple tasks simultaneously, and problem solve

### **Duties and Responsibilities**

- Incident management: perform password resets, manage user accounts, and maintain access controls within Microsoft environments
- Technical troubleshooting: support Azure cloud environment, Windows Server administration, Windows OS, Microsoft 365 applications, resolve routine PC and hardware issues, and address printer and network connectivity issues



- User support and administration: manage permissions and access rights, perform software installations, and assist with workstation setup
- Provide practical solutions, guidance, and technical support to end users while escalating more complex issues, as needed, to the System Administrator

### **Qualifications and Requirements**

- Technical skills, including: Basic network configuration, Windows desktop support, printer and peripheral support, Windows server administration, desktop application support, enterprise mobility solutions, third-party cloud support, communication technology implementation, RMM integrated management and strong troubleshooting skills.
- High fluency with Microsoft Office Suite is greatly preferred; Microsoft certification is a significant plus
- Associate's or Bachelor's degree preferred; industry certifications and equivalent IT experience are a significant plus.
- 2+ years related IT experience performing similar tasks in a professional services or law firm setting is preferred.
- Excellent written and verbal communications skills
- Excellent technological skills and the ability to effectively prioritize workload and problem solve with a positive and professional client service mindset and approach

### **Apply**

Please submit resume and cover letter detailing relevant experience and salary expectations to [careers@leasonellis.com](mailto:careers@leasonellis.com). Leason Ellis is an EOE/M/F/D/V/SO. We offer a competitive compensation and benefits package, and a dynamic, diverse and "remote flexible" work environment.

Only direct submissions from candidates will be accepted. No unsolicited resumes from third party agencies or recruiters, please. Thank you.

Pay range: \$55,000 to \$65,000 per year commensurate with experience



## **About**

Leason Ellis is a full-service intellectual property law firm with a deep bench of professionals and a collaborative, hands-on approach. We're big enough to handle any intellectual property issue that our clients may face. Yet we're small enough to coordinate efficiently when evaluating our clients' issues, identifying practical and creative solutions for their business needs, and putting our insights to work on their behalf.

We are now one of the largest IP firms in the state outside of Manhattan and rated among the top New York law firms for our patent, trademark, and copyright services. Our broad array of clients range from Fortune 100 companies, to midsize and small companies, to start-ups, inventors and entrepreneurs. We protect the IP rights of domestic clients in the U.S. and abroad and, in turn, we directly represent many global companies in protecting their rights in the U.S. We also work on behalf of foreign law firms to develop and enforce their clients' patent, trademark and copyright rights here.

Our unique approach to building a business has allowed us to be more sensitive to our clients' needs as well as responsive to their communications. Our strategic size encourages collegiality among attorneys and staff and works to the benefit of our clients, who gain the most from the teamwork we foster.