

IT Senior Support Specialist

Job Summary:

The IT Senior Support Specialist is responsible for providing the highest level of service and technical support for the firm's attorneys, professionals and administrative staff. This support will be performed in-person and remotely by example of walk-up, desk-side, electronic means, and telephone interaction. This Specialist will be a subject matter expert for the firm's application portfolio, including a Microsoft Windows and Active Directory environment, Document Management, O365 applications, and other desktop and supporting systems.

Qualifications:

This individual must work well independently and as part of a close knit team of IT professionals to meet goals and deadlines. They must be capable of multi-tasking and prioritizing the requests that are asked of them. The candidate must always maintain a high level of professionalism during all interactions with internal and external users that contact the service desk for assistance. This candidate will need to be able to diffuse tension and frustration experienced by an end user and make them feel they are in capable hands by being serviced by someone who has complete ownership and follow-through of their issue.

A successful candidate will possess the following skills:

- Associate's or Bachelor's degree in a computer related field or equivalent experience preferred.
- Extensive end-user software application experience is a must. Previous law or financial firm experience preferred.
- Strong customer service ethic is crucial to the success of this candidate. This candidate will thoroughly understand the level of handholding, ownership, and follow through that is required by the firm and its Partners.

About Hemenway & Barnes LLP

Hemenway & Barnes LLP is a law firm specializing in the preservation and management of the personal, business, family, and financial assets of its clients. As one of the oldest firms in New England, the people at Hemenway & Barnes have earned a long-held reputation as premier trustees, advisors and attorneys.

To Apply: Qualified candidates may send their resume, in confidence, to the address hr@hembar.com.