



Robbins DiMonte, Ltd. (RD) is seeking an IT Support Specialist to be based in our Chicago downtown office. RD, a premier, full-service law firm for over 50 years, is proud of its long-standing, extensive and distinguished history of representing middle client markets across a broad spectrum of businesses in the Chicagoland and Midwest areas, and on a national level. For five decades, RD has revolved around developing lasting, solid client relationships while providing innovative, superior quality, and cost-effective legal services.

RD is seeking a competent IT Support Specialist with 2 to 4 years of experience to provide quick and useful technical assistance on computer systems. The qualified candidate will answer queries on technical issues and offer advice to solve them. The position will be an on-the-job learning environment.

IT Support Specialist Responsibilities

- Serve as the first point of contact for employees and clients seeking technical assistance over the phone or email for both onsite office and remote users.
- Perform onsite and remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issues and details provided by users.
- Walk users through the problem-solving process.
- Order IT equipment and products as needed by users.
- Learn the various software products to be proficient at being the administrator for users.
- Follow-up and update users' status and information.
- Identify and suggest possible improvements on equipment and procedures.
- Direct unresolved issues to the Executive Director.

Requirements and Skills

- Proven experience as an IT Support Specialist or other user support role.
- CompTIA A+ Certification preferred.

- Possess in depth technical knowledge and hands-on experience with Office 365 (user and administration functions), active directory domain services with administrative duties, reimaging PC's, and Windows 10.
- Good understanding of administering Zoom, GoToMy PC, e-Fax, and other technical platforms relevant to users.
- Document management system, iManage, knowledge preferred.
- Good understanding of computer systems, mobile devices, and other technical products.
- Ability to diagnose and resolve basic technical issues.
- Knowledgeable with printer and computer troubleshooting.
- User /customer-oriented and cool-tempered.

Candidate must have excellent technical knowledge, proficiency in English, and strong communication skills to effectively understand problems and explain solutions. Also, the candidate must be patient to deal with users who may be challenging. Additionally, the candidate must seek to create value for users that will help them perform their jobs at the highest level.

The position offers competitive compensation plus excellent benefits, and unlimited potential for professional growth in a client and staff focused, collaborative environment.

To apply, please send a resume and cover letter to Ernie Jaseckas, ejaseckas@robbinsdimonte.com.

For more information about Robbins DiMonte, visit www.robbinsdimonte.com.