

**JONES DAY  
FIRM OFFICE-CLEVELAND**

[HTTPS://STAFFAPPLY.JONESDAY.COM/VIRECRUITSELFAPPLY/REAPPLICANTEMAIL.ASPX?TAG=EECEEE1C-22EE-430C-942C-DD0418BEAC6C](https://staffapply.jonesday.com/virecruitsselfapply/reapplicantemail.aspx?tag=EECEEE1C-22EE-430C-942C-DD0418BEAC6C)

**JOB DESCRIPTION**

**Job Title:** TSS Supp (Help Desk)  
Specialist

**FLSA Status:** Non-Exempt

**Department:** Firm Technology Support  
Services

**Reports To:** Help Desk Manager

**Schedule:** Various shifts (including nights  
and weekends). Overtime as  
required.

**General Summary:** Under the immediate supervision of the Help Desk Manager, The Help Desk Specialist is to provide the Firm's Lawyers and staff with timely, responsive and accurate support and problem resolution. Receive and log calls, emails and voicemails, troubleshoot end use incidents, fulfill service requests, and provide proper escalation and follow up for all issues. Maybe asked to provide documentation for problem solving measures on various applications.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- ◆ Address incidents by using technical and functional application knowledge in conjunction with an in-house database of problems and resolutions to dispense accurate and consistent information and to resolve issues with minimal escalations to 2nd Level Support.
- ◆ Effectively assess callers' needs or requirements.
- ◆ Use service management software to log, monitor and follow-up on calls.
- ◆ Analyze and troubleshoot complex documents and provide appropriate solutions, including workarounds, just-in-time training, and document clean-up.
- ◆ Exercise resourcefulness, poise, tact and diplomacy to meet customer demands.
- ◆ Have a friendly, courteous and professional phone manner.
- ◆ Meet or exceed certain key performance indicators (KPIs) specified for the group.
- ◆ Represent the group's needs on various projects and QA initiatives with respect to documentation and training.

- ◆ Actively review tickets, especially those that are escalated outside the group, with the goal of spotting trends and improving one's performance within the group.
- ◆ On-going, mandatory training as required.
- ◆ Assist with additional projects as requested.
- ◆ Overtime required on an as needed basis.
- ◆ May act as a team lead in the event of a service interruption or as an escalation point within the group.
- ◆ Provide staffing on a shift where somebody has called off.
- ◆ More experienced specialists maybe required to conduct cross-training amongst peers and provide for knowledge transfer between group members, mentor new employees and provide new employee training on applications for which they are considered to be a subject matter expert within the group, act in the role of an escalation point for newer team members, and help build the group's knowledge base.
- ◆ May require travel.

**ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

- ◆ Excellent writing and documentation skills (examples should be submitted) required.
- ◆ Advanced word processing skills (MS Word) and a proficiency with MS-Office products required.
- ◆ Proficient with the Windows operating system.
- ◆ Familiarity with Legal MacPac, iManage, Outlook, and Citrix desired.
- ◆ Ideal candidate would also be familiar with troubleshooting network, desktop PC, laptop, PDA, and Blackberry related incidents.
- ◆ Excellent people skills including customer service, speaking and listening.
- ◆ Able to work with minimal supervision, effectively communicate the status of various assignments, multitask between assignments and the day-to-day role of a Help Desk Specialist, and complete assignments in a timely manner.
- ◆ Aptitude for quickly learning new software including basic troubleshooting skills.
- ◆ Ability to troubleshoot end user service requests and incidents, document related problems, and software issues.
- ◆ Demonstrated leadership skills.

- ◆ Ability to read, write, and speak Spanish is preferable but not required.

**EDUCATIONAL/JOB EXPERIENCE REQUIREMENTS:**

- ◆ A bachelor's degree with an emphasis in technology preferred.
- ◆ One or more years of experience in a technology related or application support related position is preferred.
- ◆ Previous experience at a call center in a legal environment is preferred.
- ◆ Help Desk Institute certifications a plus.
- ◆ ITIL certifications a plus.
- ◆ MS Office and other IT related certifications a plus.

---

This document describes the general content of and requirements for the performance of this job, but is not an exhaustive statement of essential functions, responsibilities or requirements. Moreover, the description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. Employees are expected to follow any job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skill and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Individuals with disabilities are accommodated in accordance with the Americans With Disabilities Act.

This document does not create an employment contract, implied or otherwise. Employees in this position are employed "at will."