



Note: The job description posted below is just a sample and not specific to any one law firm. It is provided to you by the New York Chapter of The Association of Legal Administrators and should be used only as a guide.

JOB DESCRIPTION

JOB TITLE: Support Analyst/Trainer

DEPARTMENT: Firm

NAME:

Supervisor's Title:

General Summary:

Essential Duties and Responsibilities: Essential Duties and Responsibilities: Primary Help Desk Responsibilities -- Provides end-user support on advanced software topics as needed

- ▶ Three partners and one associate - include attorney assignment assistant; heavy document production (generation to completion)
- ▶ monthly bill review
- ▶ multi-tasking through various computer programs (time entry, Lexis/Nexis searches, Microsoft Outlook e-mail, RightFax, Power Point presentations, daily Internet usage [general searches, travel and hotel reservations])
- ▶ scanning PR releases re: clients for distribution
- ▶ direct client contact (domestic and international [Germany]); dictation (speedwriting and direct to computer)
- ▶ heavy phones
- ▶ Rewriting portions of contracts/agreements to improve content
- ▶ scheduling/coordinating new position interviews
- ▶ Answer Helpdesk calls, resolve user IT issues, and escalate issues outside of my tech scope to appropriate individuals
- ▶ Monitor Helpdesk trackit tickets of Helpdesk requests sent in by users, resolve or escalate to the appropriate individuals

- ▶ Check Helpdesk Voice Mail
- ▶ **Individual Software resolution expertise includes**
All Microsoft Office Software Usage
- ▶ Microsoft Software and document/file troubleshooting
- ▶ Document corruption
- ▶ Casemap
- ▶ CarpeDiem
- ▶ DocsOpen
- ▶ Softwise
- ▶ Using Advanced Options in all Microsoft Office applications
- ▶ Citrix Usage and minor Troubleshooting
- ▶ Assume On-Call Responsibilities for 1 week out of every 4 weeks
- ▶ Template creation for Softwise numbering
- ▶ Primary Training Responsibilities
- ▶ Conducting one-on-one training for attorneys, secretaries and staff as needed on all Microsoft Office and most Firm software applications
- ▶ Excluding, Summation, Elite, Accounting software, HR software
- ▶ Create curriculums and create training Schedules in training calendar
- ▶ Create software documentation and instructions
- ▶ Provide weekly training to interested individuals on various firm software see Training



Training
Calendar.xnk

Calendar attached

- ▶ Train New firm employees on current software
- ▶ Conduct one-on-one Training with Attorneys on any requested software training.
- ▶ Conduct once a week floor support visiting users at their desks, distributing tip sheets and finding out what software issues users are having.
- ▶ Participate in Lawnet group
- ▶ Continually update software skills, stay informed on new developments in legal software technology, and periodically enroll in software training classes.
- ▶ Research and recommend new Software when need

Scanned Email

- ▶ Daily review scanned and misdirected email and insure that mail is not scanned inappropriately (This responsibility is on hold until new software is installed on my machine)
- ▶ Secondary Responsibilities
- ▶ Support IT team members with their ongoing projects, such as
- ▶ Testing new software
- ▶ Documenting problems and solutions