

Stroock & Stroock & Lavan LLP has immediate openings for the following 2 positions in our User Support group located in downtown Manhattan (New York City).

### **Help Desk Specialist:**

Stroock's Help Desk provides phone, email and occasional walk-in support on our applications. The successful candidate will be expected to:

- Provide excellent technical support to our legal and non-legal staff, resolving as many requests on initial contact as possible.
- Document all calls, emails and other interactions in a tracking database.
- Have excellent troubleshooting skills.
- Have strong knowledge of Microsoft Office (especially 2007), DeltaView, Innova, Microsystems DocXTools, and Adobe Acrobat along with other legal-specific applications.
- Have strong knowledge of BlackBerry devices and support methods.
- Have strong knowledge of Citrix.
- Work closely with other Help Desk staff and other groups within IT to ensure rapid, thorough problem resolution and user satisfaction.
- Be available for occasional overtime as well as off-hours on-call support.
- Contribute to other IT initiatives and projects.

### **Desktop Support Technician:**

Stroock's Desktop Support group provides one-on-one desk-side technical support as well as hardware break/fix resolution and MAC work. The successful candidate will be expected to:

- Provide excellent technical support to our legal and non-legal staff.
- Have excellent PC and network troubleshooting skills.
- Have strong knowledge of PC hardware and peripherals.
- Have strong knowledge of Microsoft Office (especially 2007) and other legal-specific applications.
- Document all support-related activities in a tracking database.
- Have knowledge of audio/visual equipment and be capable of lifting equipment weighing up to 30 pounds.
- Work closely with other groups within IT to ensure rapid, thorough problem resolution and user satisfaction.
- Be available for occasional overtime.
- Contribute to other IT initiatives and projects.

If you are interested in either of these positions and meet or exceed the expectations outlined above, please submit your resume, cover letter and salary expectations to [SSLJOBS1@stroock.com](mailto:SSLJOBS1@stroock.com). We will contact you if we believe you are a good fit for one of these positions. Stroock is not accepting agency/recruiter referrals.