

Please respond to:
lcooke@rkollp.com

RICHARDS KIBBE & ORBE LLP
JOB POSITION DESCRIPTION

TITLE: User Support - Trainer
STATUS: Non-Exempt
DEPT: Information Technology
SUPERVISOR: Help Desk Manager
HOURS: 9:00 a.m. – 5:00 p.m.

GENERAL SUMMARY

Support end-users with general application questions and problems. Resolve problems if possible; escalate problems when appropriate. Train users in the use of Firm's standard software packages.

PRIMARY RESPONSIBILITIES

Function as first level end user support. Answer support calls and e-mail addressed to the help desk and support end-users with general software and hardware problems. Solve problems over the telephone or by visiting the workstation as appropriate. Escalate problems when necessary.

Maintain Firm's help desk database program and open, assign and track help desk tickets for reported problems. Document problem descriptions and resolutions including identification of root causes and close help desk tickets as appropriate.

Support home users via telephone or remote access.

Develop software documentation, training manuals and written procedures which can be distributed to staff. Maintain IT Dept. Intranet home page and training calendar.

Train users on the Firm's software either in a classroom setting or one-on-one. Develop firm-wide training curricula, classroom exercises handouts/documentation. Develop automated software tutorials and demonstrations.

Conduct new hire orientation and training. Train users on general business productivity applications as such as Word, Excel, PowerPoint as well as firm or legal specific applications including OpenText DM5, WorkShare Professional, RightFax, Elite WebView, InterAction, Outlook/Outlook Web Access, MS Live Communicator, Web/Audio-conferencing, CopiTrak

cost recovery terminals for copy and fax machines, AMS-Legal Extranet/Intranet, Citrix, Captaris CallExpress voicemail and unified messaging, Mitel phone sets, and Blackberries. Training curricula should be customized to reflect firm's use of these applications.

Maintain classroom environment and hardware.

Act as second-level support for document production personnel, floaters and secretarial staff in troubleshooting document problems they are unable to solve.

Schedule vendor specific training for users if required, including CLE training for attorneys and maintain training calendar and attendance database.

Contribute regularly to the Firm's technology newsletter.

Participate in beta testing of new applications and perform quality assurance ("QA") testing for new applications that are to be installed and deployed.

Assist the Recruitment Coordinator/HR Manager in administering and evaluating computerized tests to applicants. Develop testing materials as needed.

EDUCATION AND EXPERIENCE

Bachelor of Arts, Bachelor of Science or equivalent work experience. Proven ability to train in a classroom and one-on-one environment.

SPECIFIC SKILLS REQUIRED

Minimum five years experience as a trainer in a law firm environment. Experience with standard business productivity applications such as Microsoft Office 2003; knowledge of how these applications are used in a law firm environment including the advanced use of headers and footers, footnotes, tables, tables of contents and tables of authorities, redlining, document comparison and track changes.

Advanced experience with the following or similar applications:

OpenText DM5, Omtool Accuroute , InterAction, WorkShare Professional, SoftWise/Innova template/macro program and Best Authority.

Knowledge of personal computer hardware, Windows XP/Vista desktop operating system. Knowledge of MAC OS a plus.

GENERAL SKILLS REQUIRED

Ability to establish effective working relationships on all levels throughout the Firm. Ability to learn new techniques and implement new procedures. Ability to troubleshoot problems and follow through to resolution. Ability to maintain composure under pressure.

Must be able to effectively communicate to users on all levels and possess an excellent command of the English language (both oral and written).

JOB CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. The noise level in the work environment is usually moderate.

Overtime may be required especially during periods of heavy workload or client deadlines. Flexibility in daily work schedule around the lunch period is essential.

Richards Kibbe & Orbe LLP is an equal opportunity employer and does not discriminate against an individual with respect to compensation, terms, conditions, or privileges of employment, because of such individual's race, color, religion, sex, marital status, sexual orientation, pregnancy, age, disability, national origin or any other non-relevant criteria. The statements contained in this job description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.