

HELP DESK TECHNICIAN

Bell Nunnally, a highly-respected business law firm with a record of success spanning over four decades, is seeking a help desk technician for its office in Dallas, Tex. The firm is one of the largest law firms in North Texas based on attorney headcount and offers a full range of services such as litigation, commercial finance, bankruptcy, intellectual property, labor and employment, mergers and acquisitions, immigration and real estate. Our firm has been recognized as a "Top 100 Place to Work" by the *Dallas Morning News* and has won a "Compass Award" from the Leadership Council on Legal Diversity (LCLD).

This is a full-time in-office role with flexibility for some remote work after an initial training period. The focus of this role is to provide support within our office using industry standard remote connections, an internal ticketing system and monitoring consoles. The help desk technician will assist with end users with a broad range of computer application problems, server issues, virtualizations, SAN, Azure, networking and security issues, and interacting closely with third-party vendors and other IS team members to manage the resolution of complex network and computer issues. This role will also participate in an on-call rotation for support and desktop troubleshooting. The help desk technician will report to the IS manager.

The ideal candidate should have the following qualifications:

- Degree in computers or information technology or related field or a minimum of 5 years of related work experience.
- Strong problem solving and technical troubleshooting skills.
- Strong customer service, follow-up and communication skills.
- Very organized and detail oriented, with a high degree of accuracy.
- Experience supporting environments with virtual machines, including Windows Server 2012-2019 and Exchange 2013-2019 infrastructure is preferred.
- Experience with Azure infrastructure.
- Experience with document management systems, with a preference for iManage.
- Industry experience with Windows 10-11 desktops.
- Microsoft certifications and/or related technical certifications are strongly preferred.

We offer a strong benefits package including covering both health and dental premiums for our employees, 401(k), paid parental leave and free parking.

For consideration, please submit a resume and salary requirements to staffrecruiting@bellnunnally.com.

This is a non-exempt position. Bell Nunnally is an equal opportunity employer. For more information about Bell Nunnally, please visit <https://www.bellnunnally.com/>.