



Position: IT Specialist
Department: IT, Administration
Status: Full-Time, Non-Exempt
Employee Management: No
Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m., unless otherwise approved, 30-minute lunch
Location: Conshohocken, PA

GENERAL SUMMARY

This IT Specialist is responsible for responding to end-user requests for service and solving problems with hardware and software, including mobile devices. The ideal candidate is someone with exceptional organizational and communication skills, keen attention to detail, and a positive attitude. This position will report to the Director of Operations and primarily out of the Conshohocken office. In addition, RCCB has offices in New York, and Nashville. Travel may be required.

ESSENTIAL JOB DUTIES

- Device management - Manage fleet of end points and accompanying devices such as docking stations and monitors.
- Tech supplies - Ensure proper inventory of supplies.
- Troubleshoot technical issues - Work in tandem with Helpdesk and MSP provider as needed to resolve technical issues virtually or in-person, when required. This may require super-user knowledge of key software packages utilized at the Firm (i.e. iManage and Teams).
- Conference room support - Ensure conference room video conferencing equipment is functioning properly. Assist with tech setup of priority meetings.
- User access - Set up and terminate user access, as needed. Set up mobile device applications among other various onboarding and termination action items.
- New employee training - provide initial training for new hires for login, MFD and basic desktop usage.
- Develop and conduct effective training programs for firm technology; may also develop training and reference materials.
- Teams phone setup and management - liaise with network provider to ensure phone systems are working properly.
- Assist with email management, including distribution lists.
- Help monitor network connectivity and physical network devices.
- Helpdesk support – Provide support when in-person presence is required.



- Liaise with MSP, Helpdesk, and other tech providers.
- Help evaluate new technology options.
- Assist with AI governance.

QUALIFICATIONS

- Bachelor's Degree or equivalent years of experience.
- Minimum 4 years of experience in IT roles.
- Prior experience in legal or other professional service organizations highly preferred.
- Ability to identify and analyze operational issues and problems and recommend and implement solutions.
- Excellent people and customer services skills.
- Detail oriented and professional.
- Ability to maintain confidentiality.
- Proficient in MS Office Suite/Office 365.
- Ability to work overtime as required for projects and critical initiatives (possibly evenings, weekends, and holidays)

RCCB is an equal opportunity employer committed to fostering workplace diversity. The firm encourages applications from a diverse pool of candidates, and does not discriminate based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, genetic information, veteran status, or any other federal or state protected classification.