



<b>Redgrave LLP - Job Description Form</b>		 EDGRAVE INFORMATION MATTERS <sup>LLP</sup>
<b>Job Title:</b> Information Technology (IT) Analyst	<b>Date:</b> 7/5/18	
<b>Classification:</b> Non-exempt – Full Time	<b>Department:</b> Administrative Services	
<b>Reports To:</b> IT Director		

## SUMMARY

Under the direction of the IT Director, the Information Technology (IT) Analyst will assist with the deployment, maintenance, and support of information technology resources within the Firm, including hardware, software, training, and end-user support. The IT Analyst will be expected to participate in the planning and implementation of IT related projects including monitoring and maintaining systems and applications post deployment. The position requires a broad range of knowledge of IT technologies and systems, flexibility, excellent interpersonal skills, and the ability to work well with all levels of internal management and staff, as well as outside vendors and technology support providers.

## DUTIES, TASKS AND RESPONSIBILITIES

- Assist in deployment and maintenance of Firm IT resources including:
  - Ordering, configuration, and deployment of IT systems
  - Management of user credentials
  - Hardware and software inventory control
  - Development and deployment of training solutions for all new and existing Firm employees on IT related hardware / software
  - Providing end user support for hardware and software issues, including application support (office productivity software, accounting/time/expense software, intranet, etc.)
- In coordination with the IT Director, develop and manage processes and procedures related to information technology use
- Interface with the Firm’s technology service providers, including but not limited to:
  - IT Managed Services and external Service Desk services
  - After hours or on-call repair and replacement services
  - Internet, telephone, and all communications services
  - All mobile telecommunications services
  - Leased computer hardware services (printers, copiers, etc.)
  - Information resource and research providers
- Perform administrative duties as necessary for the Information Technology team, including but not limited to:
  - Timely completion of time accounting
  - Preparation and delivery of periodic progress reports including appropriate metrics
  - Adherence to company standards and procedures
- Perform other related duties as assigned.


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## SKILLS, KNOWLEDGE AND ABILITIES

- Essential Skills
  - Excellent written and verbal communication skills
  - Critical thinker, including strong problem solving skills
  - Strong customer service skills
  - Computer / office productivity software skills
  - Ability to function in a high energy fast paced environment
  - Ability to work effectively in a culturally diverse work group
  - Ability to maintain an atmosphere where team spirit thrives on cooperation, trust, and empowerment
  - Ability to maintain thorough and open communications - whether the information is positive or negative, by relaying this information as quickly and accurately as possible to the supervisor and other affected team members
  - Ability to improve quality, cost, delivery, and productivity through continuous improvement activities
- Preferred Skills
  - Experience with both in-person and remote support
  - Strong training skills
  - Experience with networking equipment, including routers, switches, and cabling
  - Experience with intranet administration and content management
  - Experience managing and administering Active Directory and Exchange accounts.
  - Experience imaging and preparing new desktops and laptops
- Knowledge
  - Hardware - Dell, Desktops and laptops, Dell Server Blades, Avaya Phone systems, Smart Phone, Fortinet Firewalls(Preferred) , Juniper Switches(Preferred)
  - Software - Office 2010 and 2016, Windows 7, Windows 10, Imanage 9.X and 10(Preferred), Forticlient VPN, ReadyTalk, Airwatch MDM with Boxer app, Windows Server 2008 and 2016, General knowledge of Hyper-V, Strong knowledge of Windows Active directory, general knowledge of Exchange 2013

## QUALIFICATIONS

- Associates degree in information technology or related degree (minimum), BS degree or higher degree (preferred) or
- Minimum of three years of experience in information technology or related business involved in use or deployment of information technology

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**PHYSICAL REQUIREMENTS**

- Includes but is not limited to listening, talking, concentrating, standing, sitting, bending, and reaching
- Position will require domestic travel for project related assignments on an irregular basis
- Position will require the ability for the employee to adjust their work schedule to adapt to the demands of the position throughout the year

**Please Note:**

This job description sets forth the job’s principal duties, responsibilities, and requirements; however, it should not be construed as an exhaustive statement. Unless they begin with the word “may,” the essential duties, tasks, and responsibilities described above are “essential functions” of the job, as defined by the Americans with Disabilities Act.

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