

IT Specialist/Tech Support Analyst

Washington DC law firm is seeking a full-time IT Specialist/Tech Support Analyst. The ideal candidate will have a minimum of one year of experience in a database support/development role. This individual will be detail-oriented, have strong organizational, written, and oral communication skills, be a team player, and have exceptional customer service skills.

Duties: Primary duties are to analyze user requirements in a data processing environment, automate tasks using custom or commercial software applications and streamline system work flow. The analyst is responsible for troubleshooting logical errors in programming, making correction in VBA, .NET and SQL code, and testing/QA. Familiarity with ETL processes, comfortable dealing with very large databases, in collaboration with the application developers, plan, coordinate, design, develop, test, and execute data migrations to/from SQL Server databases. The analyst will also provide general IT support to the firm, and work with IT support and development contractors to ensure all operations of the firm run smoothly. From time to time, the analyst may be required to perform other duties or special projects as assigned by his/her supervisor or manager.

Skills:

- Strong analytical and problem solving skills.
- Strong communication and people skills.
- Ability to think in abstract.
- Proficient in Office 365, Windows 10.
- Proficient with SQL
- Demonstrated ability with at least one programming language
- Working knowledge of Relational Databases (i.e. MS Access, SQL Server, Oracle, or MySQL)

Experience/Educational Requirements:

- Minimum one year demonstrated experience in a database support/development role.
- Bachelor's Degree in Computer Science or Information Technology.
- Knowledge of Law Firm environment/experience a plus.
- Knowledge of Software Development Process a plus.

Interrelationships: Ability to communicate with all levels of staff, attorneys, management, vendors and client representatives required.

Working Conditions: Shared professional office environment. May require working under desks and other work areas. Ability to lift computers, monitors, printers, etc. in excess of 50 lbs. Management may require work to be performed before or after business hours and weekends with little notice.

Necessary Attributes:

- Ability to provide exceptional customer service
- Excellent verbal, written, and interpersonal skills
- Proven experience working in a stressful environment while maintaining composure and positive attitude
- Excellent follow through, attention to detail, and organizational skills
- Ability to work both independently and in a team environment