

Technical IT and Office Support

Napa, CA

Job Description:

Located in the wine regions of Napa and Sonoma, Dickenson, Peatman & Fogarty (DP&F) has been providing full service legal representation to clients throughout California, the United States and abroad since 1964, and has extensive experience in wine law and the wine industry. The firm's major practice areas include alcohol beverage law, business and corporate dealings, land use matters, employment, civil litigation, intellectual property, geographical indications, and real property transactions.

Our team is seeking a talented and motivated IT Technician to join DP&F to support our office and Information Technology needs. The position will work closely with members of the firm to provide prompt and accurate technical assistance on a wide variety of computer systems and assist with office support needs as necessary. The ideal candidate will have proven technical experience with a sound foundation in Windows, Macintosh, smart phones, a variety of computer hardware, along with a positive, can-do attitude. This is a full-time position, with benefits, based in our Napa office and reports to the CFO/COO. This position is primarily on-site, with potential for occasional days working from home. As a requirement of physically working in our Napa location we have determined that employees must be fully vaccinated from COVID-19. You may be required to travel to our Santa Rosa office as necessary.

Responsibilities

- Assist employees with a variety of software and hardware, including the VOIP phone system, smart phones, etc.
- Serve as the first point of contact for people seeking technical assistance in-person, over the phone, or via email
- First point of contact for general trouble shooting, word processing and excel issues, litigation document management, conversions and production.
- Maintain IT equipment inventory
- Calmly troubleshoot by asking pertinent questions and performing systematic diagnostics
- Perform steps to resolve the problem or walk the user through the steps
- Escalate unresolved issues to IT consultant or management, as appropriate
- Support users with virtual meetings including setup, configuration, and running virtual conferencing software for high-profile meetings as needed
- Assist with on-boarding, off-boarding and employee moves within the firm
- Operate AV equipment in conference rooms
- Document procedures and usage of technology for other staff
- Promptly update users on the status of outstanding issues and requests for information
- Identify and suggest improvements on current procedures

Qualifications, Skills and Experience

- 1 year of proven helpdesk experience, or relevant customer service-oriented experience
- Working knowledge of Document Management systems especially iManage
- Advanced knowledge of MS Office 2019 suite (especially Word, Excel, Powerpoint and Outlook)
- Able to do basic troubleshoot of operating systems especially Windows 10 Pro
- Good understanding of computer systems, mobile devices and other tech products



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- Ability to diagnose and resolve basic technical issues
- Ability to communicate with users about their issues, identify key information, research problems and possible solutions, and apply solutions efficiently to enable continuous user workflow
- Excellent customer service and communication skills, fluent in English in both written and verbal (face-to-face, phone and email)
- Customer-oriented and cool-temperament
- AA in IT, Computer Science, or other technical or relevant experience
- Able to lift up to 50 pounds occasionally
- Must be able to type and use a computer throughout the majority of the day

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