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Technical Support Analyst

Description

A National, top-rated law firm is seeking a highly skilled and motivated Tech Support Analyst to join its San Francisco office. The ideal candidate should have a passion for technology, a strong technical aptitude, and excellent communication skills. As a Tech Support Analyst, you will be responsible for providing technical support to firm staff.

Responsibilities

- Provide technical support to internal staff.
- Troubleshoot and resolve technical issues related to hardware, software, and network connectivity.
- Collaborate with other members of the support team to resolve complex issues.
- Escalate issues to appropriate teams or vendors as needed.
- Proactively identify and communicate trends in customer issues to management.

Qualifications

- High School diploma or equivalent. Bachelor's degree preferred.
- 2+ years of experience in a technical support role.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Knowledge of Windows hardware, and software troubleshooting.
- Knowledge of networking protocols and concepts.
- Experience with ticketing systems and remote access tools.
- Ability to work independently and collaboratively in a team environment.

Contacts

If you meet the above qualifications and are looking for an exciting opportunity to work in a fast-paced, dynamic environment, please contact or send your resume to:

- [Keion Bell](#)
- keion@matfar.com
- 213-996-3731

Matura Farrington is an EEOC employer and will consider qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance and all other local, state, and federal laws.

Hiring organization

Matura Farrington Staffing Services

Employment Type

Full-time

Industry

Legal, IT

Job Location

San Francisco, CA

Working Hours

In Office

Base Salary

\$ 75K - \$ 95K

Date posted

May 11, 2023