

Senior Desktop Administrator

Culp Elliott & Carpenter is searching for a Senior Desktop Administrator with proven industry experience to assist with our day-to-day IT department and other technical operations within the organization.

Culp Elliott & Carpenter is a mid-size tax, real estate and trusts and estates boutique law firm in the SouthPark area, with a focus on providing innovative and effective tax, legal and financial representation to our clients.

The Senior Desktop Admin will work with the firm's IT department in identifying and resolving employee issues, as well as installing updates and enhancements to current computer systems. This position will work on-site with required availability to provide support outside of regularly scheduled hours.

Duties and Responsibilities

- Provide oversight and troubleshooting of all firm IT resources including internal servers, hardware, software, and other IT resources.
- Manage and perform software and hardware upgrades.
- Provide IT support to the firm's employees using an existing ticketing system and provide guidance to the Tier 1 Support Technician.
- Coordinate with the Director of IT to ensure the IT projects and requirements are appropriately addressed.

Required Skills and Abilities

- Strong interpersonal and communication skills.
- Ability to work independently and efficiently on multiple projects.
- Highly trustworthy and careful with confidential information.
- Excellent organizational and time management skills.
- Thorough understanding of IT and practical applications to support the Firm's goals.
- Team player with the ability to work hands-on in a fast-paced environment.

Required / Preferred Technical Knowledge and Skills

- Windows 10/11, Server 2008-2022
- Office 365 Administration
- Adobe Acrobat DC Pro
- Network Infrastructure
- Remote Monitoring & Management
- Ticketing System
- Back Up Software
- Printers
- Security Patching
- AV
- MS Teams
- O365

We offer a competitive compensation and benefits package commensurate with experience.