

Position Information	
Working Title:	Technology Support Specialist
FLSA Status:	Non-Exempt
Provisional Period:	90 Days
Department:	Technology
Assignment Category:	Staff
Office:	Fort Myers
Job Type:	Regular, Part-Time
Job Description Summary:	<p>The Technology Support Specialist is responsible for firm-wide media production & editing where they must produce and edit content when requested, which includes, but is not limited to: podcasts, book layout, video, website content, graphics, other assorted audio, email templates, website & client maintenance, updating plugins, updating web content, managing client portal, producing client emergency cards and general IT assistance for staff. From time to time, less tech savvy team members may request help with: Microsoft Office, Trello, Slack, all browsers, Adobe Acrobat, Time Matters and HotDocs. Sometimes the Technology Support Specialist may be asked to assist with tasks outside the scope of the duties listed above. Adaptability and flexibility will qualify you as an exceptional candidate. Attributes that will shine are alertness, curiosity, and responsiveness.</p>
Job Factors	
Minimum Education Preferred:	Associates Degree
Experience Level Preferred:	Two years of relevant technology, multimedia and/or marketing experience preferred.
Supervision Received:	The incumbent reports to the Technology & Media Specialist. After initial orientation, the incumbent will be given general direction from the Technology & Media Specialist, but is expected to perform duties and responsibilities independently.
Supervision Exercised:	This position is not responsible for supervising any staff positions.
Scope of Human Resources Impact:	Not responsible for interviewing prospective candidates or playing a role in the hiring process.
Level and Nature of Internal Contacts:	The incumbent has regular contact with all members of the team, including all levels of Attorneys and even outside vendors.
Level and Nature of External Contacts:	This position requires external contact with existing clients to assist with firm's technological platforms.