

Information Technology (IT) Support Specialist
Judd Shaw Injury Law

Who We Are: Judd Shaw Injury Law (JSIL) is a 5 star personal injury firm based out of Shrewsbury, NJ.

At Judd Shaw Injury Law, we live by 4 Core Values:

1. Be a Knight in Shining Armor
2. Work the WOW
3. Be Chivalrous to Each Other and to our Communities
4. Be Passionate and Committed to Continuous Improvement

Why is it worth working with us?:

At JSIL, our employees are just as important to our firm as our clients are, and we are always coming up with new ways to WOW our team.

We:

- Have Summer 4:30 Fridays (*We work hard, we play hard too*)
- Paid Pet-ternity (*Yup, we give a week to bond with your new pet; even if it's a lizard*)
- Birthday Paid Day Off (*Don't worry, we'll celebrate together the next day*)
- Morning Daily Huddle with Music, Motivation and Positive Morale
- Flexible Scheduling and Remote Capabilities after Training is Completed
- Competitive Salaries, Department Bonuses, End of Year Incentive Trips
- Firm Events (*Holiday Parties, and any other reason to party*)
- Paid Vacation, Wellness & Sick Leave, Maternity/Paternity Leave
- Free flu vaccination
- 401k with Profit-Sharing and Safe Harbor Employer Contribution
- Employee Contributed Healthcare with Vision and Dental Coverage
- Community Outreach Opportunities (*We call this committee the House of Chivalry*)
- Firm Involvement (*Parent's Club, Culture Committee, Team Sports, and much more*)
- Company Provided Logo Shirts & Themed T-shirts (*Which look cooler than they sound*)

We're serious about building the World's Greatest Law Firm Workplace, where your passion is reflected in your work, life and play. Our culture is protected by the knights (our employees) it serves. If you haven't noticed yet, we are unlike any other law firm.

The IT Support Specialist (ITSS) will perform a range of duties focusing on delivering technology to attorneys, paralegals, and administrative staff. Primary responsibility is staying on top of the law firm's case management system built on Salesforce and implementing upgrades and new processes. This person will maintain office productivity software, computers and networks and phone systems. Our ITSS will help drive innovation, accomplish business goals using technology, and help remain competitive. Our company is a paperless law firm, and technology is our way of life. Our technology doesn't just help manage our cases, but betters our service to our clients. For our company, staying on top of industry trends and tech is a key factor in operational efficiency.

To succeed in this role, you must:

- Be able to accept IT support requests, take ownership of those requests, prioritize, diagnose and drive resolution of the request.
- Assist administration with documentation and training materials for using current and new technologies
- Evaluate, develop, and implement our firm's case management system and making sure we are getting the most out of it
- Ability to diagnose SPAM, phishing attempts, and security layers to protect company data and viruses and ransomware
- Recommend and develop updates and changes on enhancing user experience
- Participate in new hardware and software roll-outs
- Maintaining IT hardware and deal with vendor repair services if repair can not be fixed internally
- Proven technical skills for diagnosing and troubleshooting application, operating system, and hardware problems.
- Significant experience with Salesforce, ability to design and customize the platform, and tackle complex business challenges with technical solutions using Salesforce.
- Previous law firm experience preferred
- Enjoy work where your IT passion meets purpose

Want to join us? Email BrandTeam@juddshawinjurylaw.com using the subject line: "IT Specialist Job Application" and attach a cover letter and resume ... and heck, tell us your favorite candy too - we might just WOW you.