



Tier 1 Desktop Support Technician

Culp Elliott & Carpenter is seeking a **Tier 1 Desktop Support Technician** with proven technical experience to support the firm's daily IT operations and provide exceptional service to our employees. Located in Charlotte's SouthPark area, Culp Elliott & Carpenter is a mid-sized boutique law firm specializing in tax, real estate, trusts and estates, and business law. We are dedicated to delivering innovative legal, tax, and financial solutions to our clients.

The Desktop Support Technician will work closely with the IT department to diagnose and resolve user issues, deploy and maintain technology equipment, and help ensure all firm technology resources are functioning efficiently. This is an on-site position that may require occasional support outside of normal business hours.

Duties and Responsibilities

- Provide technical support and troubleshooting for firm hardware, software, and technology resources.
- Install, configure, and maintain desktops, laptops, printers, and other IT equipment.
- Perform software installations, updates, and hardware upgrades.
- Respond to and resolve employee support requests through the firm's ticketing system.
- Assist with workstation deployments, equipment setup, and technology moves.
- Coordinate with the Director of IT to support ongoing projects and operational initiatives.
- Document technical issues, resolutions, and procedures as needed.

Required Skills and Abilities

- Strong interpersonal, customer service, and communication skills.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Self-motivated with the ability to work independently and as part of a team.

- Excellent organizational and time-management skills.
- High level of integrity and discretion when handling confidential information.
- Solid understanding of desktop support concepts and their application in a professional environment.

Required / Preferred Technical Knowledge

- Windows 11
- Microsoft 365 (Office 365)
- Microsoft Teams/Teams Phones
- Adobe Acrobat Pro
- Remote Monitoring and Management (RMM) tools
- Help Desk / Ticketing Systems
- Printers and Print Management
- Audio/Visual (AV) Equipment

Compensation and Benefits

Culp Elliott & Carpenter offers a competitive salary and comprehensive benefits package commensurate with experience.