



The Opportunity:

Desktop Analyst (Flexible Hybrid in SF Bay Area)

This is a rare opportunity to join an excellent team, at a mid-size San Francisco law firm that is highly renowned for their firm culture and focus on work/life balance. The IT department is pushing the firm into the future and actively working to modernize our security infrastructure. We are continually looking to leverage the latest and best technological solutions.

The **Desktop Analyst** is responsible for assisting end-users in the day-to-day use of software and hardware. The Desktop Analyst collaborates with other members of the IT Department in resolving specialized or complex problems.

This position can be a flexible hybrid position requiring working in-person in San Francisco at least three days per week.

The Day-to-Day:

- Primary responsibility for answering Help Desk calls/emails/tickets during scheduled workday. Provides technical support to end-users to ensure excellent customer service results. Responds to end-user questions in a timely and professional manner.
- Primary responsibility for assisting end-users in troubleshooting and resolving problems and answering questions presented to the Help Desk. Responsible for researching and testing solutions to software, hardware, and cell phone technical issues.
- Coordinates user support efforts by escalating complex or specialized problems to appropriate member of the IT Department team. Works in collaboration with other members of the IT Department to respond to, resolve, or answer complex or specialized requests, problems, and questions.
- Logs incidents into Help Desk ticket system in a timely manner. Follows up to ensure that incidents are resolved and database records reflect resolution.
- Responsible for minor printer repairs and for coordinating printer repair vendor services when necessary.



- Maintains records of loaner pool of laptops and other loaner equipment.
- Responsible for setup/removal of network accounts for new/departing employees. Responsible for maintenance of public distribution lists.
- Works with Training Manager to identify end-user training needs and coordinate and administer training schedules.
- Other duties as assigned.

Requirements:

Experience:

The **Desktop Analyst** must have technical training and/or equivalent experience. Minimum of two years of law firm experience strongly preferred. All levels encouraged to apply.

Education:

Bachelor's Degree and/or advanced technical training preferred.

Knowledge, Skills and Abilities:

- Thorough knowledge of Windows and Office (current generation of products).
- Thorough knowledge of legal applications and legal document processing environment (iManage, Aderant, Litera).
- Ability to become familiar with and knowledgeable about all other technology applications used or implemented by the firm.
- Demonstrated ability to interact with end users.
- Excellent technical troubleshooting skills.

To apply, please submit a cover letter, resume, and complete the application at: <https://us242.dayforcehcm.com/CandidatePortal/en-US/farella>



What We Provide:

Farella supports all the members of our Farella family in achieving both personal satisfaction and professional accomplishment. Farella provides competitive salary and excellent benefits including comprehensive, medical, dental, vision, generous PTO, educational reimbursement and charitable contribution matching. The annual base compensation range for this California position is expected to be between \$90,000 and \$105,000. Placement within the salary range depends upon a number of factors including years of experience and professional skills required for this role. All levels encouraged to apply. Additional compensation may include a discretionary bonus, health and welfare benefits, PTO, leave, paid holidays and retirement plan benefits.

At Farella, we recognize that the contributions, individuality and diversity of all our professionals are key to the firm's success and meeting the needs of our clients. And like our clients, we value attributes such as enthusiasm, character, and high ethical standards. In fact, these are core qualities in all the individuals who come to work with us—and in all those with whom you will work! The longevity of those in all positions at the firm speaks to the warm, collegial, professional and rewarding environment at the firm. Farella has for many years been named one of the Best Places to Work in the Bay Area by the *San Francisco Business Times / Silicon Valley Business Journal*. We are ranked on the Best Midsize Law Firm to Work For in the United States list by Vault.

Who We Are:

Farella Braun + Martel is a leading Northern California law firm representing corporate and private clients in sophisticated business transactions and complex commercial, civil and criminal litigation. Clients seek our imaginative legal solutions and the dynamism and intellectual creativity of our lawyers. We are headquartered in San Francisco and maintain an office in the Napa Valley that is focused on the wine industry.

Farella's commitment to supporting the industries of Northern California and our entrepreneurial responsiveness to the regional demands have driven our growth and evolution. Nimbleness and opportunistic management have propelled our success for over 60 years. From trial prowess in high-stakes litigation to utility-scale renewable energy project development and complex



transactional expertise, Farella's clients rely on and appreciate our fierce focus on client service and high-quality work.

Commitment to Diversity, Equality + Inclusion

We strive to ensure that everyone working at Farella feels like they belong. To that end, our recruiting, retention and practice development programs welcome, support and promote the interests of women, families and people of all ethnicities and sexual orientations. At Farella, we are committed to diversity, both as an ethical ideal and as a business imperative.

Our Commitment to the Community in Which We Live and Work

Since our inception over 60 years ago, Farella Braun + Martel has actively participated in our local communities. Through pro bono work, charitable giving, and participation in charitable and civic organizations, we have strived to honor our core principle of giving back to the community. We annually participate in firmwide community service events including Rebuilding Together San Francisco, BASF's Head Start Holiday Gift Program, BASF's Food from the Bar Campaign benefiting the SF/Marin Food Bank, and Chapter One Online Literacy Tutoring Program with local elementary schools.

Recognition

Farella has received industry and peer recognition equal to any firm in the country. Our attorneys include fellows of the American College of Trial Lawyers, American College of Appellate Lawyers, American College of Environmental Lawyers, American College of Coverage Counsel, College of Labor & Employment Lawyers, and American College of Investment Counsel. Farella has been named among *Law360's* California Powerhouses, featured on the *National Law Journal's* Midsize Hot List and is named one of the Best Places to Work in the Bay Area by the *San Francisco Business Times / Silicon Valley Business Journal*.

Green Business

Farella Braun + Martel became the first major law firm in San Francisco to obtain certification as a green business from the San Francisco Green Business Program in 2006. The program recognized the firm for meeting its stringent environmental standards. We received our fifth Green Business certification in 2024.



Farella is committed to equal employment opportunity and providing reasonable accommodations to applicants with physical and/or mental disabilities. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, military and veteran status, gender identity or expression, genetic information, change of sex or transgender status, genetic information or any other basis protected by federal, state or local law.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Farella is an Equal Opportunity Employer