



The Norfolk office of Kaufman & Canoles is seeking a **IT Business Application Specialist**. The **IT Business Application Specialist** provides application support to the operation of the firm. This position responsible for evaluating, maintaining, and enhancing, and supporting software application packages in use on the network. This is a full-time, exempt position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand

RESPONSIBILITIES:

- ... Guides I/T staff, vendors and consultants in resolving computer problems related to the use of programs and systems.
- ... Manages development, implementation and maintenance of productivity applications, programs and/or systems for the Firm.
- ... Establishes and maintains business (software) application portfolio.
- ... Works with Chief Technology Officer and IT Operations Manager to establish predefined standards for maintaining system standards.
- ... Collaborates with appropriate personnel, vendors, consultants and users to maintain currency of systems within predefined standard.
- ... Participates in design, construction, implementation, review, ongoing maintenance of Firm's Website(s) and Intranet; develops, implements, maintains programs and systems designed to be operated securely while integrated into Firm's overall Web presence(s).
- ... Exercises independent judgement and discretion in overall project management by prioritizing, planning and tracking project progress.
- ... Enforces policies and procedures; conducts meetings; evaluates staff and vendor performance; ensures user service standards and project objectives are met; coordinates work between staff and vendors; assists in interviewing applicants and vendors and recommending hiring decisions.
- ... Attends meetings to discuss projects, policies and/or procedures.
- ... Supports change management processes within Firm's I/T environment.
- ... Represents the Firm in overseeing and working on projects involving external consultants and vendors
- ... Identifies and plans future system and infrastructure and application upgrades, migrations and deployments.
- ... Manages projects using industry best practice, including the formation of project objectives and defined requirements and scopes.

QUALIFICATIONS:

- ... Three (3) or more years of progressive experience with technology solutions/applications and processes.

- ... Technical knowledge of personal computers and software as normally acquired through technical course work or equivalent experience.
- ... Expert technical skills and ability to operate and support large data processing operations, including advanced knowledge of hardware, operating systems, DBMSs, spreadsheets, word processing, and communications packages currently in use, specifically the Microsoft Office Suite.
- ... Advanced knowledge of and familiarity with VBA and scripting languages.
- ... Maintenance of Active Directory Account.
- ... Maintenance and creation of group policies.
- ... Knowledge of SQL Server, including queries, SQL Server Agent jobs, database maintenance.
- ... Knowledge of Elite 3E, including Elite Design Gallery.
- ... Knowledge of Document Management System, specifically iManage.
- ... Office template and numbering packages, specifically BigHand Create and Hyperstyles.
- ... Interpersonal skills necessary to assist staff and attorneys and train users on system operations and to communicate by phone and provide information with ordinary courtesy and tact.
- ... Ability to recognize and solve routine problems, including data entry errors, hardware failures, and policy adherence problems.
- ... Must have reliable transportation and valid driver's license for occasional travel for firm business.
- ... Preferred Education and Experience -BS in computer science or related field, or equivalent work experience.

Kaufman & Canoles is committed to equal employment opportunity (EEO) in all aspects of our employment and retention practices and decisions.