



# Production Support Admin

NOVATO, MARIN COUNTY, CALIFORNIA  
FULL-TIME

One Legal is transforming litigation support services with an online platform that is trusted by more than 30,000 legal professionals and processes more than a million documents a year. We're building and expanding tools for attorneys and their teams that simplify the flow of case information to and from the courts and, in the process, transforming an industry.

It's our vision to be the most trusted technology provider for legal support services in the United States.

## ABOUT YOU:

You are highly analytical with a passion to troubleshoot issues and solve problems. You enjoy analyzing data to identify complex issues. You excel at providing support, have a knack for process improvement and are very detailed oriented. You're able to stay calm in tough situations and can utilize your skills to defuse any problem and come to a resolution. You are capable of working under pressure and are comfortable meeting important deadlines regularly. You thrive at learning new things and can navigate through new and different applications with ease.

## YOU WILL:

- Identify solutions for monitoring, tracking and fixing system failures in transaction flow and production applications.
- Perform technical analysis utilizing monitoring systems and querying production data to troubleshoot issues, identify root cause, and execute maintenance operations.
- Provide tier 2-3 support for customers within different customer groups, internally and externally.
- Work with vendors and third-party applications to address system integration issues.

## WHAT WE WOULD LIKE TO SEE:

At One Legal we consider every candidate on his or her individual merits. However, possession of the following will help to differentiate you from the field.

- BA/BS preferred and or experience that has provided you with knowledge of a professional services industry.
- Must possess at least 3+ years of SQL experience including scripting/queries.
- Proven track record of effectively collaborating with different departments within an organization, with excellent written and verbal communication skills.
- Strong technical and analytical skills and attention to detail, with the ability to manage multiple task or projects simultaneously.
- cursory knowledge of coding languages a plus.
- **Bonus points for:** Experience with a variety of applications and tools – JIRA, JIRA-Service Desk, Confluence, Seq, SolarWinds Orion, NetSuite, etc.

## BENEFITS:

We offer a great compensation package, with paid vacation and sick time, flexible working options, a fun and casual work environment, a competitive benefits plan, and the opportunity to be part of a team that is shaping the future of legal technology.

As a bonus, you'll be working out of our headquarters in beautiful Marin County, just 25 traffic-free minutes north of the Golden Gate Bridge.

## HOW TO APPLY:

Send a resume, cover letter, and (if available) a link to your LinkedIn profile to [resumes@onelegal.com](mailto:resumes@onelegal.com).