

Job description

Job Title: IT Trainer and First Line Support

Reporting to: Operations and Efficiencies Assistant

This job description is intended as a working document giving a guideline to the major tasks to be performed. It is anticipated that the post will develop, and working practices will change, in order to meet the demands of new legislation, and the requirements of the Firm. It is expected that the post holder will contribute to and assist with all future developments.

Overall purpose:

- To provide a prompt and effective first line IT technical support service across all offices and users including external events as and when required.
- To provide training on all of the Firm's IT products to include the case management system to both new starters and existing staff.

Main Duties IT support

- To provide first line IT support via the internal ticketing system and requests in person and escalating to the appropriate service provider via their support function.
- To prioritise support requests/tasks dependent on urgency and understanding of Firm/departmental requirements.
- To provide user workstation, audio/visual, Wi-Fi/Internet connectivity and mobile device support to all employees,
- To work with Service Providers to ensure all IT infrastructure hardware is maintained to the appropriate level.
- Carry out regular checks of all IT equipment across all offices to ensure it is fit for purpose and H&S compliant, attaining replacements where necessary.
- To ensure all new starters are provided with the hardware and software they require, and that their desk is set up and tested and all equipment is fit for purpose prior to their first day of employment.
- To oversee the return of equipment from leavers ensuring it is logged, checked and suitably reallocated or stored.
- To maintain a list of existing IT equipment and ensure it is adequately stored, logged out when in use and replaced where appropriate.
- To provide IT support at external events when required.
- To familiarise themselves with any new IT related technology within the Firm and attend related training.

- To provide IT training on the Firm's case management system and other software to all new starters to include the Firm's internal sharepoint page, money laundering platform and dictation.
- To provide ongoing training and refresher sessions to existing staff as needed.
- To provide support to the Firm's IT developer with the maintenance of the Firm's internal sharepoint page as required.
- To give support to the Firm's Operations and Efficiencies Manager with the completion of IT related projects.

Personal

- To keep confidential all client information.
- To be positive and helpful with colleagues, clients and professional contacts of the Firm.
- To assist other departments and colleagues within the Firm as requested.
- To adhere to and familiarise themselves with the Firm's terms and conditions (PPs).

Other duties

- To include other reasonable duties and tasks which are part of, and incidental to, this type of work.

Person Specification

Essential	Desirable
<p><u>Education and qualifications</u></p> <ul style="list-style-type: none"> • Good general education 	<ul style="list-style-type: none"> • IT or business qualifications level 2/3
<p><u>Experience</u></p> <ul style="list-style-type: none"> • IT experience • Experience of supporting others with Technology issues. 	<ul style="list-style-type: none"> • An understanding of Health & Safety concepts
<p><u>Knowledge and skills</u></p> <ul style="list-style-type: none"> • Good IT knowledge and skills • Good communication skills • Strong administration skills • Ability to work on own initiative • Ability to analyse user provided information and determine possible issues and faults • Ability to prioritise workload and assigned tasks, dependent on urgency and understanding of the Firm and departmental requirements • Ability to troubleshoot and work under own initiative • Ability to communicate effectively with people of all technical or non-technical levels in order to explain faults and corrective actions taken 	<ul style="list-style-type: none"> • Knowledge of solicitor's office and legal business
<p><u>Personal qualities</u></p> <ul style="list-style-type: none"> • Able to work as part of a team • Able to manage time and meet deadlines • Well organised • Strong interpersonal skills • Attention to detail • Prompt and able to work in a timely manner • Flexible attitude • Keen to learn and develop • Able to travel and work at other offices 	