IT Trainer and Business Analyst
IT Team

Job Purpose:

This is a hybrid role. It comprises two main elements:

- **Traditional training**: New user inductions, application training, project support training etc.
- **Business analysis**: Acting as a liaison between our IT Team and our legal staff you will have a key role in determining user requirements, workflows and processes and developing the use of technology products across the firm.

Main Duties and Responsibilities:

<u>Training and support</u>

- New user inductions: Taking new staff through a full IT induction and, as necessary, creating and presenting material to remediate any deficiencies highlighted at this time.
- Developing training methods and communications channels to improve training efficacy.
- Training: Developing existing staff skills across third party applications (e.g. MS Office), in-house applications (e.g. a document automation utility) and themed topics (e.g. 'Working Remotely'). This will involve approaches including:
    - Creation and presentation of online training documentation/materials;
    - Microsoft Office Specialist training;
    - Email bulletins/Advisories;
    - 1:1 desk-side sessions;
    - Group-based classroom sessions;
    - Drop-in clinics;
    - Multi-session courses;
    - Floor Walking.
- It is expected that your knowledge of major software products will be superlative. Helpdesk calls that may be escalated to you could include complex formatting issues within documents or pivot tables within Excel.

<u>Business Analysis</u>

We use a variety of applications; mainstream productivity applications, 3rd party legal sector specific and in-house developed in response to business needs. A key part of this role involves

- Translating business requirements into specifications;

- Working with the legal staff to develop process maps and workflows;
- Establishing how technologies can assist/enable/improve business processes;
- Helping with projects in areas such as user acceptance testing and product design/deployment;
- Training staff on new products and subsequent releases.

The above list is not exhaustive. We operate a small IT team and all members support each other at busy times, regardless of formal job spec.

Software

This is not an exhaustive list.

- Microsoft Office 2016 (necessary)
- Microsoft Windows 10 (necessary)
- iManage Work / Filesite / iManageshare
- Tikit Partner for Windows
- Remote Access Technologies (VPN, Remote Desktop, Citrix)
- Digital Dictation (BigHand), Legal Forms (Oyez)

Person Specification

Essential skills

- Minimum of 5 A-C grades at GCSE or equivalent including grade B in English Language, Literature & Maths;
- Knowledge of training and understanding of the 3 learning styles, etc;
- Experience of business process modelling, use cases and case modelling;
- Good time management skills with the ability to prioritise workload, to have a flexible approach to ensure all deadlines are met;
- Must be able to work as part of a team and possess excellent communication skills;
- A high attention to detail to produce work/documentation which is consistently of a high standard;
- A lively and enthusiastic personality with a service orientated approach.

Desirable skills

- Degree qualified;
- At least a year of experience achieved within a similar professional working environment;
- Qualifications in IT Training: e.g. ECDL, Certificate/Diploma in IT skills, Certificate/Diploma in Learning and Development Practice, MS Office Specialist certification;
- Degree in Business Information Systems, Business Management, Computing and systems development or Computer Science.

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