



IT Support Analyst

IT Team

The Firm:

Devonshires has been based in the City of London for more than 150 years. From our offices in London, Leeds, Birmingham and Colchester we provide legal services throughout England and Wales. Our clients range from some of the world's largest multi-national corporations to private individuals. We act for a significant number of charities, housing associations and Regulators. We would describe ourselves as "full service" with specialists in Commercial/Corporate, Civil Litigation, Housing, Employment, Real Estate & Projects & Property Development. Over the past few years, we have grown significantly and now have approximately 300 employees and a growing international reach.

Job Role:

Working as part of the IT team, you will be expected to resolve 1st and 2nd line support calls and to assist with resolving higher level calls. You will be the onsite presence for desk side support to users based in London with occasional travel to our Birmingham and Leeds Offices. You will also be expected to provide brief induction sessions for new starters in occasional situations when our full-time trainer is not available.

You will also take day-to-day responsibility for a number of administrative tasks such as:

- Imaging laptops and workstations
- Provisioning and day-to-day maintenance of desktop, laptop, and mobile devices
- Setting up technical resources in meeting rooms
- Assisting with the Uniflow printer system.

Main Duties and Responsibilities:

This is not an exhaustive list and from time to time it may be necessary to vary these to meet the department and business needs.

- Resolution of 1st and 2nd line support queries as assigned. Normally desk-side or phone-based, but can include remote desktops or site visits. Technologies covered will include:

- Microsoft Office 2016/365 (necessary)
- Microsoft Windows 10 (necessary)
- iManage
- Tikit Partner for Windows
- Uniflow and Flowmatrix
- Workstation/Laptop Hardware
- Remote Access Technologies (Cisco VPN, Duo 2FA)
- BigHand Digital Dictation
- On-line services such as Land Registry
- Basic 3rd line support, e.g.
 - User Management
 - Basic network infrastructure (e.g. patching phones and workstations)
- Basic network administration tasks. e.g.
 - User configuration within various systems.
 - Administration of workstation firewall and antivirus solutions
- Occasional new user training:
 - Carrying out inductions for new starters if our normal trainer is unavailable
- Dealing with all levels of staff via email, phone and face-to-face
- Liaise with other support departments regarding issues such as new starters and office moves
- Basic vendor relationships (e.g. in relation to telecoms or IT supplies)

Qualifications and Skills

- Minimum of 5 A-C grades at GCSE or equivalent including grade B in English Language, Literature & Maths;
- At least one year of service desk experience achieved within a similar professional working environment;
- Good time management skills with the ability to prioritise workload;
- A flexible approach to ensure all deadline are met;
- Must be able to work as part of a team and possess excellent communication skills;
- A lively and enthusiastic personality with a service orientated approach;
- Excellent trouble shooting skills.

If you would like further details or wish to apply for this position please email your CV and covering letter direct to support.recruit@devonshires.co.uk and complete the diversity monitoring questionnaire which can be accessed by [clicking here](#).

All recruiters must submit their candidates' CV via our HR team or using the recruitment inbox listed above. Only HR can agree terms of business with third parties, provide the appropriate privacy notice to be shared with candidates and ensure that the firm maintains its commitments to LEXCEL, ISO27001 and Equality Diversity & Inclusion.

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