



# IT Infrastructure & Support Analyst

## *IT Team (Leeds)*

### **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.

### **The Team:**

We are a small team delivering IT business services across all four offices for our employees and partners. As a team we provide support and training to our users, develop internal applications and work closely with third party suppliers. We are constantly looking at how we can improve the user experience and provide our users with the best solutions enabling them to work smarter.

The remote support of our users is a key aspect in our day to day running, due to our agile working we are pragmatic and flexible with our service delivery.

### **Job Role:**

Working as part of the IT team, this is a new hybrid role in which you will be expected to resolve 1st and 2nd line support calls and to assist with resolving higher level calls. You will be an onsite presence for desk side support to users based in Leeds with regular travel to our Birmingham office and occasionally to our London office.

The role will also involve hands-on technical work from an infrastructure standpoint, requiring good knowledge of M365 (including AzureAD, Exchange, Intune and Teams), Meraki Wi-Fi and switches, and Windows Server management (including but not limited to Active Directory and Group Policy)

You will also be involved in day-to-day administrative tasks such as imaging laptops and workstations, and the provisioning and day-to-day maintenance of desktop/laptop/mobile devices.

Finally, there will be a requirement to be part of an out of hours On Call rota.

### **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 365 (necessary)
  - Microsoft Windows 10 & 11, Server 2016/2019/2022 (necessary)
  - iManage
  - Mimecast
  - Tikit Partner for Windows

- Uniflow and FlowMatrix
- Workstation/Laptop Hardware
- Remote Access Technologies (Cisco VPN, Duo 2FA, Microsoft Authenticator)
- Infrastructure tasks:
  - User configuration within various systems.
  - Administration of firewall and antivirus solutions
  - Assisting with projects to improve systems across the firm
- Information Security:
  - Ensure compliance with ISO27001 policies and procedures relating to the IT infrastructure
  - Assist with internal/external information security audits and Cyber Essentials
  - Providing additional resource and assisting with routine reporting and responses to information security incidents

### Qualifications and Skills

- Minimum of 5 A-C grades at GCSE or equivalent;
- Extensive experience in a similar IT Support Analyst role i.e. 5 years + in a legal or professional services environment;
- Hands-on technical infrastructure experience, including knowledge of MS365 (including Defender ATP, Entra/AzureAD, Exchange, Intune and Teams), Meraki Wi-Fi and switches, and Windows Server management;
- Strong attention to detail and analytical skills;
- Good time management skills with the ability to prioritise workload;
- A flexible approach to ensure all deadlines are met;
- Must be able to work independently and 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](mailto: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.**

*Devonshires Solicitors LLP is committed to providing equal opportunities in employment and to providing a workplace free from discrimination and harassment. As such all job applicants, employees, partners and third parties who come into contact with us, will receive equal treatment, regardless of age, disability, gender identity, marriage and civil partnership, trade union activities, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We welcome applications from groups where we are currently under-represented. For this reason, we ask that all candidates complete the [recruitment monitoring survey](#) in complete confidence for statistical purposes in order that we can effectively monitor how well our Diversity procedures are working. To review our policies on Diversity & Inclusion and Dignity at Work please visit our recruitment pages at [www.devonshires.com](http://www.devonshires.com).*