



IT Support Analyst, IT Team (London)

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 350 employees and a growing international reach.

The IT Team:

We are a dynamic, lean, and agile team providing IT business and support services across all four offices for our employees and partners. We pride ourselves on our ability to assist in delivering a quality service to all our clients.

We provide support and training to our users, develop internal applications, and 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.

This role represents the ongoing growth of our team and the firm's commitment to developing IT capabilities across Devonshires.

London based; the post-holder will be required to attend the London office. Travel to other offices may be required and notice will always be given.

Job Role:

Working as part of the IT team, you will have a variety of duties including being expected to resolve 1st and 2nd line support calls and to assist with resolving higher level calls, as well as some project work. 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.

Main Duties and Responsibilities:

- You will take day-to-day responsibility for several 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
- Resolution of 1st and 2nd line support queries as assigned. This will be a combination of desk-side and phone-based but will also include remote desktops or site visits. Technologies covered will include:
 - Microsoft Office 2016/365 (necessary)
 - Microsoft Windows 10 & 11(necessary) Migration to Windows 11 complete by end of 2024
 - Microsoft 365 (Entra, Exchange, Intune and Teams)
 - iManage Work 10
 - Tikit Partner for Windows

- Sharedo or other workflow applications such as MatterSphere and Proclaim
- Uniflow and Flowmatrix scanning software
- Workstation/ Laptop Hardware – mainly HP with some Microsoft
- Remote Access Technologies (Cisco VPN, Ninja)
- Diktamen Digital Dictation
- On-line services such as Land Registry
- PDF software, any exposure to PDFDocs as advantage
- Egress and Mimecast
- Teams and Zoom
- Yealink audio visual
- Laptops and mobile devices
- Advanced 3rd line support, e.g.
 - User Management via Active Directory
 - Advanced network infrastructure (e.g., patching phones and workstations)
- Advanced 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
- Advanced vendor relationships (e.g., in relation to telecoms or IT supplies)

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 role and responsibilities.

Qualifications and Skills:

- Minimum of five 9-4 grades at GCSE or equivalent including grade 6 in English & Maths;
- At least five years of service desk experience achieved within a legal services or a professional working environment;
- Strong attention to detail;
- Excellent 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 personable and engaging 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.

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.