
IT SUPPORT & ANALYST STAFF

THE OPPORTUNITY

We currently have an exciting opportunity for a talented IT support & analyst staff to join our Business Services team.

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Must be able to demonstrate success in a similar role. Candidate must demonstrate ability to deliver outstanding service in a high-pressure environment working in a relatively small office of a medium to large organisation.
- Experience of a law firm, or of working in a professional services environment (e.g. consulting or accounting) would be a distinct advantage, although not essential.
- Language skills: A good communication skill in English is advantage.
- Experience of document management technology, virtualization technology, comms device and MS Intune or other mobile device management (MDM) tools is desirable.
- Proficiency in Windows 10, Office 365, MS Teams, laptop/desktop/printer hardware, antivirus/malware is highly required.
- Good understanding of server and network hardware configuration and administration such as but not limited to Active Directory, ADFS, routers/switches, SIP Trunks, PBX Systems is an advantage.
- Experience in supporting and managing AV/VC system (Cisco, Extron) or related physical/virtual meeting rooms technology is a distinct advantage.
- Strong teamwork skills and able to work under own initiative when required.
- Good technical understanding of information systems issues
- Able to build and maintain strong relationships internally or externally.
- Good interpersonal skills, including effective verbal and written communication, strong influencing and networking skills.
- Organised with excellent time management capabilities
- A positive, proactive approach to injecting enthusiasm and energy into the working environment
- Naturally positive attitude towards customer service
- Patience and the ability to remain calm under pressure
- Able to analyse business and systems issues and communicate them effectively at all levels of the firm
- "Can do" attitude, focused on meeting deadlines and on high quality deliverables.
- Flexible approach to working hours and travel.

PRIMARY OBJECTIVES

- Coordinate daily operational workload with the IT Manager.

- Raise awareness and increase acceptance of the business need for change to processes and adoption of digital technology. Manage expectations of our stakeholders in terms of the benefits and timing of change, focussing on the key impact to individuals and the way in which teams work.
- Log, analyse and resolve all IT incidents, queries and requests, providing first point of contact support to partners and staff, escalating where necessary. This role provides first and second line support (extensive troubleshooting and replication of issues), desk side support and IT system administration.
- Advise partners, staff and visitors on operational IT matters and best practice, according to the Firm's IT service levels.
- Devise and implement improvements to IT support processes that bring about efficiencies and an enhanced user experience.
- Responsible for maintaining the firm's user-facing IT assets in good working condition, organising via our central asset management tool and maintaining sufficient stock levels.
- Procure IT equipment according to the Firm's best practice process.
- Undertake and organise IT project tasks in conjunction with or under guidance from the IT Manager.
- Having primary relationships and liaise with third party service providers and vendors.

If you have what it takes to be part of us, please send your comprehensive CV in English with the email subject of: IT Support & Analyst - <<Your Name>> to:

recruitment@hbtlaw.com

GROUP / TEAM

Business Services / Business Finance

ROLE TYPE

Business Services

EMPLOYMENT TYPE

Permanent

WORKING PATTERN

Full Time

DIVERSITY & INCLUSION

We aim to have a diverse, innovative culture where high performance, client focus and highly engaged people are our differentiator and where we celebrate the uniqueness of our people. Our firm is made up of people with a range of experience and backgrounds. We strive to ensure that



our inclusive environment means our people feel valued and able to perform at their best by being their authentic selves at work. We know that our future success not only depends on being innovative and progressive in the changing legal market but, most importantly, on our people feeling engaged.

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