



IT Trainer, IT Team (London, part time)

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.

Our Service Desk is the front door to the IT department and our users gaining IT support and assistance, we pride ourselves in ensuring everyone receives the very the best user experience we can provide. The team also provides training to our users, develop internal applications, and work very closely with a small number of third-party suppliers who provide subject matter expertise.

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 role of IT Trainer is pivotal to achieving this, upholding the delivery of high-quality training for users across the business.

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

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

Main Duties and Responsibilities

This is a part-time London based role, where the post-holder will be required to work 3 days a week and be in office on Mondays. Travel to other offices may be required but notice will always be given.

- **New User Inductions:** Taking new staff through a full IT induction. Taking note of any gaps in user experience and focusing on these areas.
- **Training efficacy:** 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
 - 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.
 - Ensuring through the design and delivery of training, our new joiners and existing staff are able to get the most from the tools at their disposal.
 - Working closely with our internal development team to deliver a structured training plan for our bespoke applications, including keeping up to date with new versions and releases, and documentation.

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

- Microsoft Office 365 (necessary)
- iManage Work 10 (necessary)
- Microsoft Windows 11 (necessary)
- iManageshare
- Good working knowledge of MS Teams
- Tikit Partner for Windows
- Remote Access Technologies (VPN/SASE, Remote Desktop)
- Digital Dictation (Diktamen)
- Legal Forms (Oyez)
- Legal signing software e.g., DocuSign/Infotrack
- ShareDo

This is not an exhaustive list.

Person Specification

Essential skills

- Minimum of five 9-4 grades at GCSE or equivalent including grade 6 in English & Maths.
- Microsoft Office skills.
- Skilled IT trainer with experience of training at all levels and understanding of the 3 learning styles.
- 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 deadline 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.
- An enthusiastic personality with a customer service orientated approach.

Desirable skills

- Degree in Business Information Systems, Business Management, Computing and systems development or Computer Science.
- Microsoft Office Certification (Associate, Specialist, or Master)
- At least two years 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.

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.