



## IT Support Analyst

### *IT Team (London) – 6 month FTC*

#### **The Firm:**

Devonshires has been based in the City of London for more than 150 years. From our offices in London, Leeds, Colchester and Birmingham 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.

#### **Job Role:**

Working as part of the IT team, you will be expected to resolve 1<sup>st</sup> and 2<sup>nd</sup> 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 office. This is an onsite position.

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

- Imaging laptops
- Provisioning and day-to-day maintenance of 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 1<sup>st</sup> and 2<sup>nd</sup> 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 and 11 (necessary)
- iManage Work 10
- Tikit Partner for Windows
- Uniflow and Flowmatrix
- Laptop Hardware
- Remote Access Technologies (Perimeter 81, Duo 2FA)
- Diktamen Digital Dictation
- On-line services such as Land Registry, FormEvo, PLC and Westlaw
- Basic 3<sup>rd</sup> line support, e.g.
  - User Management
  - Basic network infrastructure (e.g. patching AV equipment and laptop docks)
- Basic network administration tasks. e.g.
  - User configuration within various systems.
  - Administration of laptop 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)
- Using Top Desk ticket logging system, to log, manage and close tickets in a timely manner
- Creating, updating, maintaining documentation related to the service desk and support functions.
- Working with our in-house infrastructure and development teams on projects as required

### **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 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.
- Someone who is keen to grow, learn and progress their career in IT
- The ability to learn in-house systems and explain them clearly to colleagues

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.***

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