

JOB DESCRIPTION – IT SUPPORT TECHNICIAN

Reports to:

IT Manager

Role:

- To provide first line support to all staff.
- To assist the IT Manager in all aspects relating to the care and maintenance of computing, audio, visual, photocopying and telephone equipment across the firm.
- To assist the IT Manager in the introduction of new software and systems.
- To uphold exceptional standards of quality and customer care.

Key Activities & Responsibilities:

Staff Assistance & Support

- Provide first line support to users for hardware, software, audio-visual, and telephone equipment.
- Assist in staff training of IT systems and the development of training documentation and knowledge base.
- Ensure that all office equipment (e.g. printers, photocopier) are kept in good working order and maintained, referring any problems to the IT Manager.
- Ensure the security procedures within the firm are applied.

Project Management/IT Strategy

- Contribute to the firm IT Strategy and assist in supporting and managing the IT infrastructure.
- Promote the use of IT and recommend changes to improve productivity and business efficiency by reviewing existing processes and systems.
- Assist in configuration and setup of IT software and hardware.
- Assist in the development of the company and internal website.
- Work with third party suppliers to ensure IT systems and equipment are operational.

Compliance

- To follow all policies and procedures contained within the Office Manual
- To act in accordance with the regulations of the Solicitors Regulation Authority, and all other relevant bodies
- To provide assistance to staff in ensuring files meet relevant standards and comply with regulations

Teamwork

- Work as a team player with all staff
- To assist and work appropriately and considerately with fee earners and support staff
- To attend and participate in any meetings of the department or the firm when required

Competence & Development

- Maintain an excellent knowledge and understanding of office equipment and IT systems

The duties and responsibilities in this job description are not exhaustive and are subject to change in accordance with the needs of the firm.