

Job Specification

Title: IT Support Analyst

Department: Information Technology

Reporting to: IT Support Supervisor

Working hours: On site, Weekly rotation of shifts 8am-4pm,
10am-6pm.

The IT Department

A fantastic opportunity to join our dynamic IT department which currently comprises a team of ten: the Head of IT, Head of IT Service Delivery, Senior IT Infrastructure and Applications Manager, Senior Systems Developer, Senior IT Infrastructure Analyst, Senior Applications Analyst, IT Infrastructure Analyst, IT Trainer, IT Support Co-Ordinator and two support Analysts.

As the IT department grows, our aim is to recruit astute, motivated and enthusiastic individuals to represent the Fladgate brand. We offer exceptional training and career development and the opportunity to learn from some of the best in the business.

The Role / Duties & Responsibilities

This role will provide second line and desktide support, on a shift rota basis covering 8am to 6pm, to all partners, fee-earners and business support colleagues.

Responsibilities Include:

- Being an essential part of the user journey, from onboarding and building new devices to creating accounts and applying rights and permissions. To role changes, desk moves and the closing down of accounts.
- Adding to the positive image of IT by always being the best possible representative of the IT department, always providing the highest level of professionalism even under pressure.

- Develop, build, and maintain an active knowledgebase of information, always seeking to shift knowledge left and deliver a smoother support process for the users.
- Ownership of firms mobile (iPhone) management, phone build and supporting the mobile applications and policies.
- Maintaining the client facing meeting rooms to help the fee earners spent less time on IT and more time focusing on the client and their deliverables.
- Provide solutions to desktop, mobile and system problems, and issues, diagnose and solve hardware/software incidents/problems via the phone and desktide visits.
- Play a signification part in the OS builds and application deployments. Making sure that both are delivering to meet the user requirements while maintaining the firms IT and security standards.
- Control and management of user hardware and consumables, maintaining stock levels and allocation of the correct equipment. Maintain and routinely validate the firms CMDB for asset assignments and warranty information.
- Work with the wider team to develop and build a continuous level of service improvement for end user devices and applications. This will include actively feeding into service improvement plans and playing an active part in delivering change.
- This is an IT support role there is a requirement to be flexible when needed to support the needs and requirements of the firm.

Person Specification

Our ideal candidate will have:

- a minimum of three years' previous experience of working in an IT support role within a legal IT Support role is essential;
- ability to offer extensive support for Microsoft Office applications;
- previous experience of assisting in office relocations;
- experience using Windows 10, Windows Server 2012/2016 including active directory and group policy management, Office 2016/Office 365, iManage, BigHand digital dictation, Interaction, Workshare, Intapp, Aderant/CMS, OyezForms, iPhones
- experience supporting and using Microsoft System Centre 2012 (SCCM);
- excellent verbal and written communication skills;
- understand the importance of good time management;
- enthusiasm and the ability to work well under pressure;
- high standards of customer service, attention to detail and a personable nature; and the ability to work well within a team environment.

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.

About Us

Fladgate has a broad skills base that covers a wide spectrum of legal services across the business lifecycle and shaped to operate collaboratively to move fast and flexibly:

- Dispute Resolution: which includes regulatory, corporate governance and investigations, banking and financial services litigation, international commercial arbitration, insurance, contentious trusts and family, civil fraud and asset protection
- Corporate: including private capital, capital markets, M&A, tax, restructuring and employment
- Real estate: including planning, construction, real estate finance and real estate litigation.
- Funds, Finance and Regulatory: including investment funds, private equity, fund managers, asset and investment managers, promoters, sponsors and investors

Fladgate is a nimble 80 partner law firm known for its ability to work on fast moving, complex challenges requiring enterprising and commercial solutions.

In addition to advising a substantial UK-based client base, the firm provides a proactive and efficient service for clients with international business through specialist groups which serve continental Europe, India, Israel, South Africa, the Middle East, Russia/CIS, US, Canada and the Asia Pacific region. Operating from London and comprising multilingual and multi-qualified lawyers, these groups facilitate cross-border activities for a diverse range of companies. The firm is a member of the International Lawyers Network, a worldwide non-exclusive association of high-quality full service law firms based in 67 countries.

For more information visit our website at www.fladgate.com

Inclusion & Diversity



"As the new Senior Partner of the Firm, I am acutely aware that our vision and values are built around the word 'personal'. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not 'soft' business aspirations, they are fundamental to our success"

Sunil Sheth, Senior Partner



Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

- Developing a diverse leadership - we have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and in the last 18 months 4 out of 9 people joining the partnership were women.
- Attracting a diverse work force. This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews;
- Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.
- Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.

For everyone including our clients we are striving to:

- Ensure that contact with us, including for example at events we organise, is always inclusive and appropriate for all, all preferences will be catered for.
- Endeavour to ensure our teams working on different client matters reflect the right balance of gender and ethnicity.
- Develop and support our client's own inclusivity and diversity objectives by running industry specific workshops and seminars together.
- Have regular open conversations with clients about progress around inclusion and diversity.



Women in Law Pledge



Benefits

We reward our staff for their continued commitment to the success of this firm with a comprehensive range of benefits.

On joining:

- Life assurance scheme – 4x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme - buy up to five days extra holiday per annum
- Staff introduction bonus - £1,000- 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service - 24/7 online video GP consultations

After 2 months:

- Group personal pension plan - 4%-5% employer contributions, matching employee contributions of 4% -5% (automatically enrolled). Processed via salary sacrifice 50% of employer NI savings added to contribution

After 3 months:

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

After 6 months' service and end of probationary period:

- Private medical scheme insurance medical insurance scheme (non- contributory)