

IT Support Analyst (1st line)

The role

The Muckle IT team strive to deliver robust, innovative and helpful IT systems to the firm. Do you have what it takes to be a key part of this team? We'd be very interested in talking to individuals who feel they have what it takes to thrive in this demanding environment.

The ideal candidate will have excellent people skills and be able to relay technical jargon in a way that all of our team members will easily understand. You would be the first point of contact via email, phone or face to face for all IT queries. You should be confident in your ability and when interacting with others.

In time the role would also include the delivery of IT training to both new joiners and current team members. You should be comfortable dealing with any member of the firm, irrespective of their position.

Increasingly the legal industry requires that our team is able to operate away from the office as well as outside of normal working hours. We use best of breed legal software and leading hardware to ensure this happens. A key responsibility of IT is to ensure that systems are always available to our people and that everyone is fully versed in how to use them.

An aptitude in technology and a desire to learn and share ideas is essential. We put great emphasis on finding capable team players who interact well with colleagues and clients alike.

Our team

Muckle LLP is the leading North East law firm for business. With nearly 150 people we are the biggest commercial law firm that is based solely in, and focused on, the North East.

We have developed a specialist practice that provides business people with first-class expert advice. We are dedicated to providing our clients with the best advice and service that we possibly can. We combine City-quality advice with the friendly, collegiate feel of the North East. We know that each client is different and each of our specialist teams consistently offers enthusiasm and expertise tailored for specific needs and situations. The right advice is only right for that client; there is no one-size-fits-all solution.

Legal 500 2015 comment: "Muckle LLP is 'excellent across the board', forming 'an integral part of its clients' businesses". This was followed in 2016 with the firm being voted as Regional Team of the Year, organised and independently assessed by The Solicitors' Journal. We impressed the panel with the amount of CSR work undertaken and the dedication demonstrated by the firm to our clients, employees and the community (including over 2,500 hours volunteering to numerous projects).

We look for people who are proactive and self starters, with strong technical ability, excellent people skills and good commercial awareness. We place emphasis on being a strong team player.

At Muckle LLP, we want everyone to understand how our business is run and we encourage all of our people to get involved. We are proud of the communities in which we live and work and giving something back (time, experience, support and money) matters to us hugely. This is, therefore, an excellent opportunity for someone looking to work in a friendly, open environment who wants to expand and develop their career in a forward thinking, commercial law firm.

So if you're looking to succeed in a friendly, open environment and want to grow your career in IT with a forward-thinking commercial law firm please email your CV together with an introductory letter to recruitment@muckle-llp.com.