

### Muckle LLP Job description

<b>Job Title</b>	IT Support Analyst (1 <sup>st</sup> Line)
<b>Team</b>	IT
<b>Reports to</b>	Director of IT
<b>Date</b>	April 2017

#### Purpose of Job

To deliver first line technical support and training across all areas of the business. Maintain business continuity through network and system knowledge to ensure that users are able to do their job efficiently. Involvement in IT project work to ultimately help grow the business.

Main Activities	Performance measures
<ul style="list-style-type: none"> <li>Deliver 1<sup>st</sup> line technical support whilst assisting 2<sup>nd</sup> and 3<sup>rd</sup> line as required</li> </ul>	Support requests dealt with effectively
<ul style="list-style-type: none"> <li>Deliver training to new joiners as well as further guidance to existing team members (as required). Help deploy new systems to the firm as the IT trainer.</li> </ul>	All team members are fully trained in all relevant aspects of Muckle IT
<ul style="list-style-type: none"> <li>Delivery IT project work in line with the IT business plan</li> </ul>	Project delivery
<ul style="list-style-type: none"> <li>Ensure that the business has zero unplanned downtime through the use of application &amp; service monitors. Help ensure the right technologies are implemented as smoothly as possible.</li> </ul>	No system downtime
<ul style="list-style-type: none"> <li>Ensure that the business continuity plan remains fit for purpose</li> </ul>	Involvement in regular testing of the plan

#### Knowledge / Skills / Experience

##### Essential:

- Excellent knowledge of Microsoft Office applications
- Windows 7 / 8 / 10 experience
- Significant PC / server hardware knowledge
- Excellent communication skills and telephone manner
- Training skills
- A keen interest in technology
- Hard working with a keen eye for detail
- Professional and trustworthy
- Readily available to work / support users outside of core hours

##### Desirable:

- Experience of 1<sup>st</sup> line support in a similar role
- A working knowledge of the following applications:
  - iManage
  - Aderant Expert
  - BigHand
  - InforCRM (formerly SalesLogix)
  - Active Directory
  - Windows server 2008 onwards
  - Exchange 2007 onwards
  - VMware including Horizon View and vCenter
- A recognised qualification in IT
- Programming experience
- SQL experience
- Experience of supporting Apple products
- Driving licence

**Behaviours**

- Uphold the Muckle values and act in accordance with the firm's Equality, Diversity and Inclusion policy
- Contribute to a safe working environment by being aware of, and adhering to, the health and safety requirements in accordance with the firm's health and safety policies
- Collaborate across the firm
- Show commitment to self development
- Get involved (community and firm)
- Ability to problem solve using own initiative
- Question and improve existing processes
- Team player
- Discrete and maintains confidentiality

**Additional notes or information**

The duties and responsibilities in this job description are not exhaustive