

## Job Description

**Job Title:** IT Helpdesk Analyst  
**Team:** IT  
**Reports to:** Director of IT  
**Date:** February 2019



### 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:

- Deliver first class IT support to the firm.
- 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.
- Delivery IT project work in line with the IT business 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



**Trust**



**Teamwork**



**Responsibility**



**Care**

## **Our Values & Behaviours**

### **Trust**

#### **We trust each other to do the right thing**

- Respect and treat each other fairly
- Be honest, open and transparent
- Be yourself and empower others to do what they do well
- Value and recognise each other

### **Teamwork**

#### **We are one team and work selflessly for each other**

- Be aware of your impact on others
- Be clear about what you expect from others
- Plan, organise and prioritise your time
- Coach others to be their best
- Support and delegate to others
- Work hard for the collective, not for individual gain

### **Responsibility**

#### **We are self-starters and take responsibility for how we work together and communicate**

- Be positive and enthusiastic
- Communicate – listen, ask questions and share knowledge
- Embrace feedback
- Challenge ourselves and others to deliver success
- Have great conversations, including the difficult ones

### **Care**

#### **We care about our people, clients and community**

- Help and look out for each other
- Understand, support and learn from each other
- Be proactive and make a difference
- Be kind to yourself and others

#### **Additional notes or information:**

The duties and responsibilities in this job description are not exhaustive.

## IT Helpdesk Analyst

### 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. 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.

The IT team is a key part of the wider Muckle LLP team, which is over 150 people strong. We all work together in one open plan office so there are no closed doors, just close working relationships. Muckle LLP is full of bright, enthusiastic, articulate, colourful, confident people. People who live and breathe our core values:

- Trust – we trust each other to do the right thing
- Teamwork – we are one team and work selflessly for each other
- Responsibility – we are self-starters and take responsibility for how we work together and communicate
- Care – we care about our people, clients and community

We care deeply about our local community too, and create lots of opportunities for employees to give back and make a difference. For example, you could use your two days' paid volunteering leave to support a local cause you care about, or nominate them to receive a grant from our charitable fund at the Community Foundation.

From workplace running, cycling and walking clubs to fun events organised by our BEAM (Being Engaged At Muckle) team, we've created a unique culture which has been recognised by a number of awards:

- Investors In People Gold award accreditation
- Investors In People Health and Wellbeing accreditation
- North East Better Health at Work Silver award
- Journal North East Best Place to Work (Medium Sized Company) award

So how does all that sound? If you're looking to work in a friendly, open environment and want to develop your career in a forward thinking, commercial North East law firm, then this is an excellent opportunity.



To apply, please email your CV together with an introductory letter outlining your salary expectations to [recruitment@muckle-llp.com](mailto:recruitment@muckle-llp.com).

Best of luck!



# the **why**?

## **Which way is North?**

The Muckle Way is all about setting our compass. Making sure we all know why we need to pull in the same direction and what we need to do to achieve our vision.

## OUR VISION

To be the North East law firm of choice for businesses and organisations. To remain independent employing the best people in the market who are leaders in their field.

## OUR PURPOSE

To provide the best advice and service we possibly can, profitably.

## OUR STRATEGY

**Independence** – we celebrate our North East roots and are free to choose who we are and how we work.

**Geographical reach** – the North East is our heartland, but we look after clients across the UK and beyond.

**Culture & people** – we are one of the North East's best places to work, filled with exceptional people working as one team.

**Our community** – we care deeply about the North East's communities, businesses, people and environment.

## LEADING THE WAY

It's our directors' and partners' responsibility to lead the way. They will:

**Set direction** – clearly outlining what we want to achieve as a business.

**Drive focus** – making clear and timely decisions on things that matter.

**Live our values** – lead by example, practically demonstrating our values and behaviours.

**Build trust** – support a working environment that nurtures trust and belonging.

**Recognise success** – recognise that success is defined not only by 'what' we do, but 'how' we do it.

**how** we work

# our values & behaviours



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- › Value and recognise each other

## Teamwork

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- › Be clear about what you expect from others
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## Responsibility

**We are self-starters and take responsibility for how we work together and communicate**

- › Be positive and enthusiastic
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- › Challenge ourselves and others to deliver success
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## Care

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# what we deliver our service

## WE ARE REAL PEOPLE

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TEAMWORK is important to us, but the success of our team is dependent upon the individuals within it. Whilst our service should be delivered consistently, we encourage our people to develop and use their individual style to build TRUST.

- › Use plain English
- › Avoid using jargon or exclusive language
- › Reflect our standards and house style
- › Make things happen, don't sit back

## WHO BUILD STRONG RELATIONSHIPS

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We are commercial, practical and adapt to the collective needs of our clients, our communities and our people. We take RESPONSIBILITY for having great conversations that build strong, lasting and profitable relationships.

- › Think commercially and look for opportunities that will enable us to drive profit and growth
- › Proactively make new connections and get to know existing contacts better
- › Cross-sell and spot opportunities for clients and colleagues

## WE DO WHAT WE SAY

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We clearly outline what we're going to do right from the start of a piece of work. If the unexpected happens, we're upfront and explain how the changes affect our work as soon as we can. It's all about taking RESPONSIBILITY for keeping our promises.

- › Understand, agree and meet expectations
- › Identify potential problems and risks early
- › Understand our risk management procedures
- › Keep finances in order

## ON TIME, IN BUDGET

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We outline when people can expect work to be completed and estimate how much it will cost. We also take RESPONSIBILITY for making sure work gets done on time and clients don't pay more than they've agreed.

- › Make profitable decisions
- › Respond to queries quickly
- › Outline how changes affect time and costs
- › Bill clients promptly with no nasty surprises

## WITH EXCELLENCE, EVERY TIME

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Technical excellence is what's expected of us. From our support teams to our solicitors we want everyone to aspire to the highest level possible. We CARE about quality and always seek to improve.

- › Deliver technical excellence always
- › Develop your own knowledge
- › Comply with SRA rules
- › Always ask 'what could we do better?'



the **difference** we make  
our  
corporate  
responsibility

It may not be part of our service, but being a responsible business is very much part of The Muckle Way.

We engage in our CSR activities because we care deeply about supporting the North East Communities in which our people, their families and their friends live and work - it is simply the right thing to do.

We don't restrict our support to the North East, but it is where we think we can collectively make the biggest difference, and there are lots of ways you can help.

**Give money** – through our grant giving and match funding facilities

**Give time** - through your 2 days annual volunteering leave

**Give expertise** – with free legal advice and professional services

**Think green** – live and work as environmentally friendly as you can

**Promote** – share how you support communities to encourage others

**Have fun** – choose to give back in a way you personally enjoy



## Invest

In our people,  
our clients and  
our communities,  
whilst retaining  
our independence



Engaged  
People

Our  
**success**



Engaged  
Clients



Profit and  
Growth



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Certificate No. EMS 958231



INVESTORS IN PEOPLE | Gold