

## 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

**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.

