

IT Helpdesk Team Leader

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 will ensure support is delivered to the firm in the highest possible standard and ensure each helpdesk member is fully trained and able to deliver support of the highest quality.

You will ensure IT training content is delivered consistently and in an engaging manner. You should be comfortable dealing with any member of the firm, irrespective of their position. You will be the conduit between the IT helpdesk and the IT engineering function.

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.

Best of luck!