

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 team member is fully trained, supported 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, our in-house development team as well as third party support organisations. The role is wholly office based meaning you can offer hands-on support whilst in the office as well as remote assistance to those working away from it.

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!

Job Description

Job Title: IT Helpdesk Team Leader
Team: IT
Reports to: Director of IT
Date: June 2022



Purpose of Job:

Lead the delivery of IT support to the firm. Ensure each helpdesk member is fully trained and able to deliver support of the highest quality. Oversee the new joiner (and leaver) process. Ensure IT training content is delivered consistently and in an engaging manner.

Main Activities:

- Ensuring support is delivered to the firm to the highest possible standard
- Mentor and lead the other members of the IT helpdesk in the delivery of first class support
- Work with the Director of IT to review and refine the current IT support logging and delivery process
- Act as the conduit between the IT helpdesk and the IT developer function. Liaise with 3rd party support companies to log and track tickets as required
- Deliver IT project work in line with the IT business plan

Knowledge / Skills / Experience:

- Helpdesk management experience
- Professionalism
- A technical understanding of Microsoft Windows Server technologies including Active Directory, Exchange and SQL server
- A technical understanding of Office applications
- Good communication skills and telephone manner
- Networking experience
- PC / server hardware knowledge
- Knowledge of iManage Work (Filesite) and Aderant
- MS SharePoint
- VMware vSphere
- Formal IT certification / qualification to 'A' level or above



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.



the **muckle** way

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

Successful, forward thinking, and distinctive. Caring deeply about our people, clients and community.

OUR PURPOSE

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

OUR STRATEGY

Where to play:

- North East and Cumbria;
- with strategic national practices and international alliances;
- providing a full range of legal services for businesses;
- to organisations and high net worth individuals.

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.

THE 6 'P'S



Profitability - Design and deliver a successful, sustainable business model by 2027



Plans - Strategic Business Development plan delivering ↑ 7% p.a. turnover growth



People - Recruit, develop, engage and retain the right people for the right roles



Performance - Deliver proven, consistent, quality client service



Process - Deliver process, quality and cost improvements through continuous innovation and increased automation



Purpose - Be a values led, responsible business for our people, community and clients

how we work

our values & behaviours



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what we deliver

our service

WE ARE REAL PEOPLE

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

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

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

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

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





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