

KINGSLEY NAPLEY

Job Description

Title: Technical Support Analyst

Hours: Shift work from 8am to 6pm (37.5 hours week)

Out of hours support (on call - rota):

Monday to Friday – From 6pm to 9pm

Saturday - From 9 am to 4 pm

Sunday – From 10 am to 3 pm

Working week: Monday to Friday

The Technical Support team operates between 08:00 and 18:00 and the post-holder may be required to work morning or evening overtime whenever required by the demands of the business (mainly to cover leave and to assist in the implementation of new systems and initiatives, or otherwise when work demands). In addition, the team provides after hours and week-end support on a rota basis.

Department: Information & Technology

Reporting to: Technical Support Team Leader

Purpose of the role: Acting as the first point of contact for our all firm members, providing technical support and issue resolution in a collaborative and dynamic team environment.

Specific duties:

- Trouble-shooting, diagnosing and resolving issues and closing tickets according to the Incident Management process
- Invoking the major incident process when required and escalating to the relevant authority when necessary. Managing any communication with the business if necessary
- Handling in timely manner of all business requests recorded as Service Requests in our IT Service Management tool
- Maintaining our IT systems, this may include scheduling update/patches and their deployment
- Providing admin and ad-hoc support to our systems in line with our processes which may require following the Change Management process on case basis
- Providing supports for third party applications which may require liaising with the vendor when and where appropriate
- Documenting and maintaining our Knowledge Management system with all relevant documentation such as IT procedures, knowledge-bases articles and user guides
- Maintaining user security on all systems in line with the Infrastructure and Information security teams' process
- Undertaking any localised maintenance tasks requested including software upgrades and installation, system configuration and any maintenance required
- Handling of the Problem Management process, from the root cause analysis to any actions required to resolve the problem record
- Identifying potential risk to our systems and escalating to the relevant party for resolution in an efficient and timely manner
- Assisting with the adoption of, and adhere to best practice and any standards that the IT Team and/or the Firm may introduce
- Identifying any potential improvement to our infrastructure and escalating to the relevant team with all relevant information

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- Maintain our Asset register for compliance purposes for all hardware and software managed by Information and Technology
- Other ad hoc duties may be required.

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, changes will not be made without full consultation with the post-holder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

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Person Specification

Job Title: Technical Support Analyst

	<u>Essential</u>
Knowledge and Technical Ability	• Ability to learn, implement and take ownership of new technologies quickly and efficiently • Experience of setting up PCs and laptops • Experience of resolving IT issues of issues • Experience supporting users on site and remotely • Administration, prioritisation and organisational skills • Demonstrate trouble-shooting, diagnostic and problem-solving skills • Demonstrate the ability to take initiative and take ownership of tasks in potentially high stress situations • An understanding of one or all ITIL processes (Incident, Request Fulfilment, Problem, Change and Asset Management)
Client Care	• Can effectively convey information to internal clients, adapting communication style appropriately to ensure clarity and understanding • Clear telephone manner and the ability to answer internal IT queries • Understanding of how to deliver customer service excellence and delivery • Ability to deal with high level workloads and changing priorities • Active listening skills
Firm Wide Skills	• Understands the importance of client confidentiality, information security and data protection
Attributes	• Ability to demonstrate behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment • Has a proactive and flexible approach to work and team relations • The ability to work efficiently under pressure and to manage customer's needs • Willingness to take ownership of issues, ensuring all relevant parties are kept up to date until its complete resolution • Works well within a team with a strong work ethic; a can-do attitude • A natural curiosity and determination to drive problem resolution • Process driven, and the ability to adhere to SLAs where possible

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All applicants who are offered permanent or long-term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.