**Job description**

**Job title:** Senior IT Support Analyst

**Department:** Business Services

**Location:** London

**Reporting to:** Service Delivery Manager

**Hours:** Permanent, full-time position, 35 hours per week: shift pattern between 8am – 6pm (with an hour for lunch). Shift pattern may alter depending on cover requirements but generally by no more than an hour.

**Contract:** Hybrid 3 days in the office, 2 days at home

**Salary:** Competitive, provided upon request (plus out of hours remuneration where required).

**Overall purpose**

You will be a highly organised and end-user-focused Senior IT Support Analyst to serve as the primary liaison between our Service Delivery Manager and Service Desk Analysts and end users. As the Senior IT Support Analyst, you will play a crucial role in ensuring effective communication and exceptional service delivery. We are looking for an energetic, outgoing, and patient candidate who demonstrates strong organisational skills.

The role holder will be expected to have a good all-round knowledge of IT software, hardware and be able to communicate with a broad range of users at all levels.

You will be required to use your initiative, research, and problem-solving skills to resolve issues and create written knowledgebase articles where required. You must have the ability to adapt to innovative technologies, learn new procedures, suggest improvements, determine the root-cause of issues and implement both tactical and strategic solutions.

**Main duties and responsibilities**

* Provide end-user IT assistance on all core desktop applications and technologies.
* Assist the Service Delivery Manager in the triage of tickets, including:
	+ Serving as the end user advocate, maintaining regular communication with end users as necessary to keep them informed about incident progress and notify them of any impending changes or agreed outages.
	+ Collect missing/necessary information from end users and accurately create and update service tickets in our ticketing system.
	+ Prioritise service incidents and tickets to the Service Desk Analysts following established procedures - Including assigning tickets to the appropriate team member based on their expertise, workload, and location.
* Collaborate with peers and other legal and business services teams to resolve service issues in a timely fashion.
* Ensure customer satisfaction through continuous status updates and information sharing.
* Ensure problem descriptions and resolutions are accurate in our ITSM solution.
* Work with the IT Service Desk Delivery Manager to improve end user service, perception, and satisfaction by developing and managing internal support documentation.
* Demonstrate the ability to work collaboratively in a team and communicate effectively.
* Continuously review and improve processes and workflows to enhance efficiency and end user satisfaction.
* Assist the Service Delivery Manager with trend analysis.
* Support and mentor the Service Desk Analysts.
* Although predominantly a 2nd line role, you may also be required to assist in 3rd line issues.
* Assist with transformational projects using Microsoft Azure and M365 platforms.
* Assist with the set up and maintenance of equipment, such as laptops, printers, scanners, and AV equipment
* Participate in any IT projects, contributing technical input and participating when required as a full-time project team member, or as a project leader according to the needs of the project.
* Suggest improvements and bring innovative ideas to the team.
* Escalate problems to the Service Delivery Manager or Head of IT Ops.

**General**

* Demonstrable awareness of client confidentiality, information security and data protection.
* Relevant qualification at degree level or equivalent.
* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.

**Person Specification**

**Knowledge**

* Strong work ethic with a keen attention to detail.
* Must possess strong interpersonal skills, including telephony skills, communication skills, active listening, and client care.
* Provides exceptional customer service by actively listening, showing empathy, and paying attention to detail.
* Proactively follows up on problems and anticipates customer concerns.
* Ability to match technical resources with specific technical issues.
* Demonstrates adaptability to quickly respond to a changing work environment.
* Self-motivated and able to perform effectively in a fast-paced, high-volume environment.

**Technical**

* A good understanding and working knowledge of Microsoft solutions, including - but not limited to - Active Directory, Exchange Online Mailbox administration, Microsoft 365 applications and technologies, NTFS share permissions.
* A good understanding of supporting end users within Citrix environments.

**Essential**

* Windows 10/11
* Citrix DaaS
* Microsoft 365 applications
* Dell Laptops
* Intune
* Autopilot
* Mimecast
* Windows Defender
* MS Surface Hubs

**Desirable**

* Knowledge of Mac OSX and Hardware would be beneficial.
* AV solutions, including Crestron
* Cisco switches
* BigHand Digital Dictation
* Relevant experience in the legal sector / professional services is preferred but not essential.
* Previous experience of Document Management Systems an advantage.