



IT Support Assistant

We are currently looking for an IT Support Assistant to assist all general IT duties. The role will include helping to ensure the smooth running of the computer system and network infrastructure and will be based in the IT Department and will work across all offices.

Duties will include –

- Assist with the day-to-day duties of the IT department.
- Assist with general maintenance of office equipment (photocopiers, faxes, mobiles etc).
- Configure, install or move any computers or other peripherals.
- Maintaining cabinet patch cabling.
- Carry out computer 'housekeeping' tasks.
- Liaise with external software/hardware/support companies both for IT and communications.
- Keep inventory of hardware and maintenance records.
- Setting up telephones onsite.
- Logging all IT problems and resolutions.
- Assisting with maintaining the telephone system including amending and updating said system.
- Maintaining SPAM whitelists.
- Case Management Programming (when trained).
- Keep abreast of IT technology, maintain library of information.
- Input into IT acceptable use policy development.
- Attend Department meetings as required by the Head of I.T.
- Data entry.
- Creating and maintaining updates of standard documents for files.
- Accurate diary usage and updating the case management system.
- Helping to ensure the smooth running of the office.
- To assist with health and safety.
- Assisting the Operations departments with various duties – this includes Practice Management, Accounts and Marketing.
- Any other ancillary duties pertaining to the job as requested by the Head of IT or Management Team.

To be considered for this excellent opportunity, the attributes required are:

- Strong IT and Administration skills.
- Flexible in your working approach with the ability to multi-task and prioritise workloads.
- Effectively communicates relevant IT-related information to superiors.
- Resolves and/or escalates issues in a timely fashion.
- Relays relevant IT-related information to the company in a timely manner.



- The ability to forward plan is essential.
- The ability to adhere to deadlines agreed and set.
- Reliable, honest and trustworthy.
- Well presented, punctual, confident, friendly, helpful and self-motivated.
- Excellent communication skills, both oral and written.
- Excellent customer service skills.
- Ability to form good relationships with customers and colleagues and to work as part of an effective team.
- Well organised, with a clear and professional manner.
- Well presented, punctual, confident, friendly, helpful and self-motivated.
- To be motivated, enthusiastic and take a proactive approach to work.
- To use own initiative but to understand the role of teamwork in providing a quality service.
- High levels of attention to detail.
- High levels of confidentiality and security of the firm's and client documentation and information.

This role offers the opportunity to join an established and progressive law firm. Excellent training and development will be offered and the opportunity to develop a career within the firm. Please send your CV and covering letter to sbirchall@kirwans.co.uk.