



Role description

Service Desk Analyst

The opportunity for you

The Team

Winners of the Legal Technology Team of the Year, their IT Department support a user base of 750+ users. This award recognises the law firms that have pushed through innovation and secured a competitive advantage for their firms, engaging with the firm's strategy and business model. The team is made up of c.17 people who support projects, applications, infrastructure and troubleshooting

Executive summary

This role will be within our IT Services Team and will report to the IT Service Desk Supervisor.

A Service Desk Analyst is required to provide support to a 750+ UK user base, Supporting users with Microsoft Office 365 and various legal specific applications. You will be working in a fastpaced environment so you must be able to deal with pressure situations and work on your own initiative. The Service Desk team is responsible for providing support (telephone and email based) and troubleshooting in a varied environment, managing applications including Microsoft Windows 10, Active Directory, Exchange, iManage DMS, BigHand and various bespoke software packages. The Service Desk Analyst will provide troubleshooting services, as well as occasional project support.

Key responsibilities

- First point of contact for all support of hardware and software problems.
- Logging of incidents, requests and problems.
- End to end resolution of 1st line support tickets.
- Working with people at all levels of the firm to proactively ensure productivity and that issues are quickly and professionally resolved.
- Monitoring open calls, ensuring resolutions and appropriate updates are carried out.
- Suggest and develop ideas for improving service quality and customer satisfaction.

Job title

Service Desk Analyst

Recruiting manager

IT Service Desk Supervisor

Department

IT Services

Working hours

Monday to Friday (09:30 – 17:30)

Working at least 3 days a week from our offices.

Location

Liverpool

Perm/FTC

Permanent

Salary

Competitive

Working pattern

Taylor Wessing supports agile working, and the Talent Acquisition team would happily have conversations with potential candidates about how we could support agile or flexible working needs.

The opportunity for you

- Initial response and diagnosis of hardware issues.
- Ensure logging, tracking and updating of service management system via ITIL based processes.
- Preparation of documentation and gathering of information to knowledge share with team.
- Suggest and develop ideas for improving service quality and customer satisfaction.

Knowledge, skills & experience

- Ideally 1-3 years' experience working as a Service Desk Analyst or in a customer support role.
- Knowledge Microsoft Office 2010 or above (ideally 365).
- Good experience of working with Windows 10.
- MS Exchange experience.
- iManage or alternative document management system knowledge an advantage.
- Good knowledge of Outlook.
- Understanding of Active Directory.
- Knowledge of ITIL framework.
- Excellent team player, positive and collaborative.
- Ability to communicate effectively both within the team and with people at all levels across the firm.
- Excellent call handling and problem-solving skills.
- Willingness to learn and develop within a busy support environment.
- Strong customer service skills.
- Able to work well under pressure.
- Law firm or professional services experience an advantage.

About us

Taylor Wessing is a global law firm that serves the world's most innovative people and businesses.

Deeply embedded within our sectors, we work closely together with our clients to crack complex problems, enabling ideas and aspirations to thrive. Together we challenge expectation and create extraordinary results. By shaping the conversation in our sectors, we enable our clients to unlock growth, protect innovation and accelerate ambition.

Our UK sector focus



Technology, Media
& Communications



Private Wealth



Real Estate,
Infrastructure & Energy



Life Sciences
& Healthcare

Our areas of expertise

- Banking & Finance
- Brands & Advertising
- Commercial & Consumer Contracts
- Competition, EU & Trade
- Copyright & Media Law
- Corporate Crime & Compliance
- Corporate/M&A & Capital Markets
- Data Protection & Cyber
- Disputes & Investigations
- Employment, Pensions & Mobility
- Environmental, Planning & Regulatory
- Financial Services Regulation
- Information Technology
- Patents & Innovation
- Private Client
- Private Equity
- Projects, Energy & Infrastructure
- Real Estate & Construction
- Restructuring & Insolvency
- Tax
- Venture Capital

Challenge expectation, together

With our team based across Europe, the Middle East, US and Asia, we work with clients wherever they want to do business. We blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions across the full range of service areas.

1000+ lawyers | **300+** partners | **29** offices | **17** jurisdictions

About us

The way we work

At Taylor Wessing, we never settle for average. We're creative thinkers, problem solvers and continuous learners who excel at what we do and believe our best work is still ahead of us. We are a firm that's large enough for you to achieve your ambitions, but connected enough to be a true community.

You are joining an inclusive culture that allows you to be yourself and balance your work and home commitments. You'll gain access to high-end technology, agile processes and the trust to deliver your best work in a flexible way whilst spending the balance of your time with colleagues in our offices.

Investing in you | Tailored Benefits

Your wellbeing is always our priority and we are proud to offer bold and progressive ways of working alongside an excellent range of benefits and perks designed to support you and your family.

Key benefits

- 25 days' annual leave
- Life assurance
- Group personal pension – salary sacrifice
- Income protection
- In-house GP service

Health and wellness benefits

- Private medical insurance (individual)
- Health assessments
- Dental insurance
- Critical illness insurance
- Flu vaccinations
- Eye tests
- Employee assistance programme
- GymFlex

Lifestyle benefits

- Cloud Nine – our subsidised restaurant and coffee bar
- Enhanced family leave – after one year qualifying service new parents taking maternity or shared parental leave may receive the equivalent of six months' full pay, spread over nine months
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Mortgage surcharges
- Interest free season ticket loan

Our values

What we stand for

We are a community of independent thinkers, connected by our values and our drive to challenge expectation. Our values shape what we do and how we do it. We have built a team that reflects the firm's core values and which exemplifies inclusivity. To learn more, [click here](#).

Excellence

Creative

Responsible

Team

Integrity

Respect

Acting responsibly, together

We're committed to being a responsible business and taking accountability for our actions.

We have high ethical standards and take care of our people. We're reducing the footprint we leave in nature and engaging with our communities through cultural and charity work. Being a responsible business means we're active members of our broader society, of the legal community, and of our clients' sectors.

Whether it's building an inclusive workplace, reducing our waste or supporting the arts; we're actively working together to build a better business, and a more sustainable world.

Find out more about our responsible business initiatives [online](#).

Read our latest impact report by clicking the link below.



Diversity & Inclusion

Mansfield Certification

Taylor Wessing UK is proud to have achieved Mansfield Rule UK certification for a second year running and has committed to participating for a third year!

We're committed to delivering an inclusive culture and a progressive environment where we empower all our people to lead, learn and grow. The Mansfield Rule keeps us and the wider legal profession accountable for achieving and surpassing these goals; over the last year alone the Mansfield Rule has helped us continue to focus on monitoring our recruitment and promotion activities, as well as improving the diversity of our firm.

We've seen tangible changes in our firm from championing diverse voices across all areas of our business, something we want to see continue to flourish in the years to come and with Mansfield as a key partner in building in an inclusive environment for all.

To read more about this fantastic achievement please [click here](#)



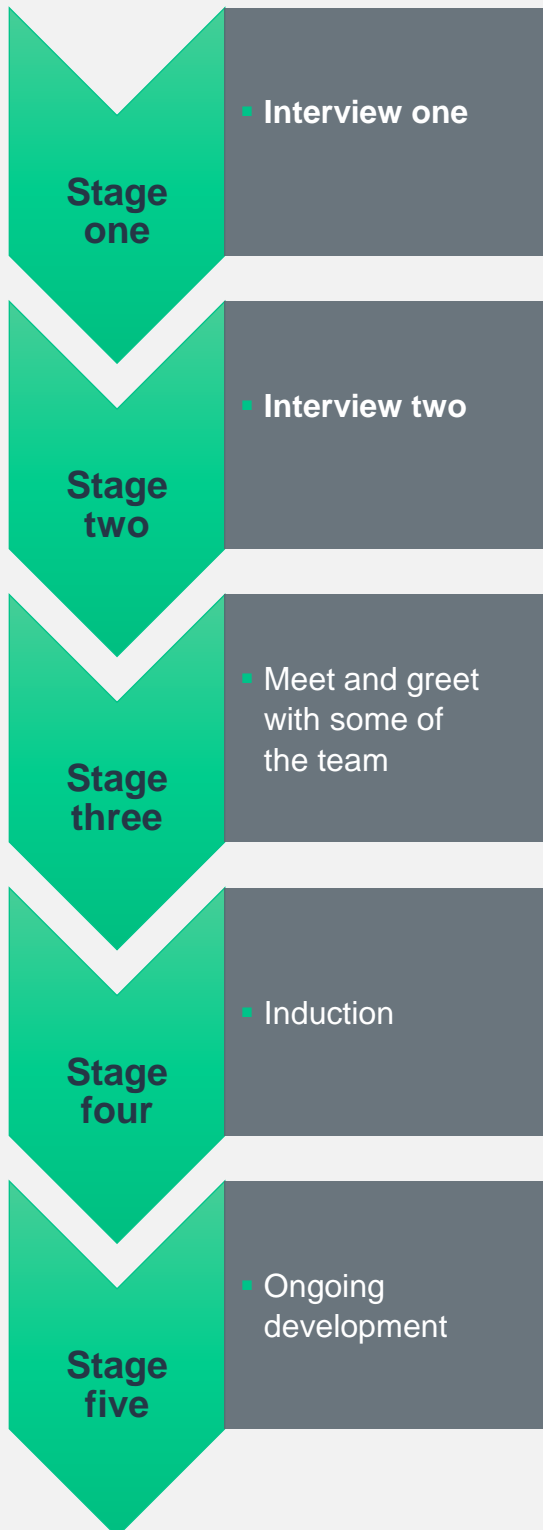
Responsible Business Networks

We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together within the responsible business programme.

Our current networks are:

- Arts Society
- Balance in Business - our gender balance network
- Cultural Diversity network
- equaliTW - our LGBTQ+ network
- Family Matters network
- Social Mobility network
- Sustainability network
- Wellbeing network

Your recruitment journey



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Please contact us if you require any adjustments to your application or our recruitment process.

2000+ people
1100+ lawyers
300+ partners
29 offices
17 jurisdictions

Austria	Klagenfurt Vienna
Belgium	Brussels
China	Beijing Hong Kong Shanghai
Czech Republic	Brno Prague
France	Paris
Germany	Berlin Düsseldorf Frankfurt Hamburg Munich
Hungary	Budapest
Netherlands	Amsterdam Eindhoven
Poland	Warsaw
Republic of Ireland	Dublin
Slovakia	Bratislava
South Korea	Seoul*
UAE	Dubai
Ukraine	Kyiv
United Kingdom	Cambridge Liverpool London London TechFocus
USA	New York Silicon Valley

* In association with DR & AJU LLC