

# Role description

Legal Technology Service Desk  
Analyst  
Liverpool

# The opportunity for you

## Executive summary

This role will be within our Client Technology Solutions Team (formerly known as Legal Tech) and will report to the Senior Client Technology Solutions Manager. A Legal Tech Analyst is required to join a firm based in Liverpool. Providing support to 750+ UK user base, Supporting users with the legal tech stack of products including HighQ Collaborate, Contract Express, Luminance, DocuSign and Bryter amongst other products. You will be working in a fast paced environment so you must be able to deal with pressure situations and work on your own initiative. The CTS team is responsible for providing support (email and telephone based) and troubleshooting in a varied environment. You will provide troubleshooting support as well as occasional project support and escalate to Knowledge Engineers where required.

## Key Responsibilities

Below are some of the key areas that this person will manage and maintain:

- First point of contact for all support queries relating to the legal tech products.
- Logging of requests and problems.
- End to end resolution of simple issues and escalation of complex issues to the appropriate Knowledge Engineer.
- Monitoring open issues, chasing where required to ensure timely resolution.
- Preparation of team knowledge bank documentation and gathering of information to knowledge share with team.
- Suggest and develop ideas for improving current processes.
- Reporting and general maintenance of the Legal Tech products'.

### Job title

Legal Technology Services Desk Analyst

### Recruiting manager

Pam Alman

### 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

## Knowledge, skills & experience

- 1-2 years' experience of Desktop Support/Service Desk Analyst work but would consider candidates with the right aptitude as full training will be given
- Strong knowledge Microsoft Office 2010 or above (ideally 365)
- iManage, HighQ, or alternative legal tech systems an advantage
- Good knowledge of Outlook and Excel
- Excellent team player, positive and collaborative
- Ability to communicate effectively both within the team and with people at all levels across the firm
- Excellent problem solving skills
- Willingness to learn and develop in a busy environment
- Strong customer service skills
- Able to work well under pressure and to very short timelines
- 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.

**1200+** lawyers | **300+** partners | **28** 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.

## Employee development and career progression

We recognise that our business services professionals are integral to our success and are therefore dedicated to their career development. We offer comprehensive development plans designed to support the growth of our business services people in their respective roles. From technical training to softer skills, these plans are crafted to ensure that our people realise and reach their full professional potential, but also complement our firmwide strategic goals allowing both the firm and our people to flourish.

For a detailed look at these development opportunities and how they can support your career progression, please refer to our [Always Learning Brochure](#). This document will provide an in-depth view of our commitment to skill development and show you the support network available as you advance within Taylor Wessing.

# About us

## 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
- Counselling sessions

### Lifestyle benefits

- Cloud Nine – our subsidised restaurant and coffee bar (London only)
- Enhanced family leave – after one year qualifying service, you are entitled to up to 26 weeks leave full pay if you or your partner give birth or adopt a child
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Mortgage surpluses
- Interest free season ticket loan
- Salary sacrifice electric car scheme (UK staff only)

# 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.



## Our Responsible Business Impact Report 2023

# 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](#)

## Inclusive Recruitment Charter

Take a look at our new Inclusive Recruitment Charter...

The Charter builds on some of our great initiatives from the last year, like taking part in the 10,000 Black Interns programme, introducing mandatory inclusion training for all our people, and achieving Mansfield Certification Plus.

Learn more about our commitments to being a responsible business by [clicking here](#)

## Responsible Business Networks

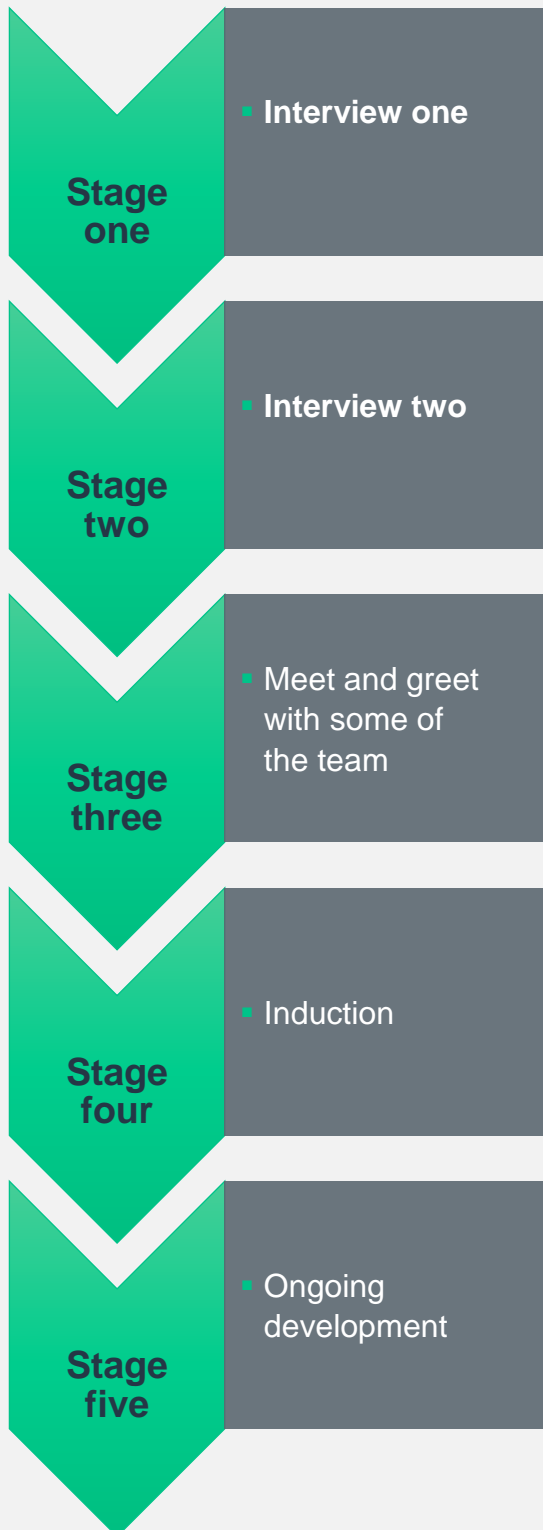
We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together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

### Our current networks include:

- 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  
 1200+ lawyers  
 300+ partners  
 28 offices  
 17 jurisdictions

<b>Argentina*</b>	Buenos Aires	<b>Mexico*</b>	Mexico City
<b>Austria</b>	Klagenfurt   Vienna	<b>Netherlands</b>	Amsterdam   Eindhoven
<b>Belgium</b>	Brussels	<b>Nicaragua*</b>	Managua
<b>Brazil*</b>	Belo Horizonte   Brasilia   Rio de Janeiro   São Paulo	<b>Panama*</b>	Panama City
<b>Chile*</b>	Santiago de Chile	<b>Poland</b>	Warsaw
<b>China</b>	Beijing   Hong Kong   Shanghai	<b>Portugal*</b>	Braga   Lisbon   Porto
<b>Colombia*</b>	Bogotá   Bogotá, main office	<b>Puerto Rico*</b>	San Juan
<b>Costa Rica*</b>	Guanacaste   San José	<b>Republic of Ireland</b>	Dublin
<b>Czech Republic</b>	Brno   Prague	<b>Slovakia</b>	Bratislava
<b>Dominican Republic*</b>	Santo Domingo	<b>South Korea**</b>	Seoul
<b>Ecuador*</b>	Cuenca   Guayaquil   Manta   Quito	<b>Spain*</b>	Barcelona   Canary Islands   Madrid   Pamplona   Seville   Valencia   Vitoria   Zaragoza
<b>El Salvador*</b>	San Salvador	<b>UAE</b>	Dubai
<b>France</b>	Paris	<b>Ukraine</b>	Kyiv
<b>Germany</b>	Berlin   Düsseldorf   Frankfurt   Hamburg   Munich	<b>United Kingdom</b>	Cambridge   Liverpool   London
<b>Guatemala*</b>	Guatemala	<b>Uruguay*</b>	Montevideo
<b>Honduras*</b>	San Pedro Sula   Tegucigalpa	<b>USA</b>	New York   San Francisco
<b>Hungary</b>	Budapest		

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