

Job Description

Job Title: IT Helpdesk Team Leader
Team: IT
Reports to: Director of IT
Date: May 2024



Purpose of Job

Lead the delivery of IT support to the firm. Ensure each helpdesk member is fully trained and able to deliver support of the highest quality. Oversee the new joiner (and leaver) process. Ensure IT training content is delivered consistently and in an engaging manner.

Main Activities

- Ensuring support of the highest possible standard is delivered to the firm
- Design and lead on all technology-based training
- Run the firm's Freshservice helpdesk ensuring SLAs are consistently met
- Mentor and lead members of the IT helpdesk via regular feedback and performance check-ins
- Act as a conduit between the IT helpdesk and the IT developer function. Oversee interactions with 3rd party support companies to log, track and resolve all issues raised
- Deliver IT project work in line with the IT business plan
- Play a key role in the firm's Process, Innovation & Efficiency (PIE) team. Work along side the Data & Digital team to evaluate suggestions from colleagues to ensure valuable outcomes are delivered

Knowledge / Skills / Experience

Essential

- Professionalism with a keen eye for detail
- Exceptional communication skills
- An excellent working knowledge of Microsoft technologies including Windows Server, Active Directory, Exchange Online/Hybrid, SQL as well as the Intune platform
- An excellent working knowledge of Microsoft 365 including SPO, PowerApps, Flow and Office
- Extensive hardware and software troubleshooting knowledge
- Experience of writing and delivering engaging training content

Desirable

- Rudimentary PowerShell / VBA scripting
- An understanding of networking and the OSI model
- Use of process automation in a business environment
- Experience of iManage Work 10, Aderant and VMware vSphere
- A full driving licence
- Formal IT certification / qualification to 'A' level or above



Trust



Teamwork



Responsibility



Care

Our Values & Behaviours

Trust

We trust each other to do the right thing

- Respect and treat each other fairly
- Be honest, open and transparent
- Be yourself and empower others to do what they do well
- Value and recognise each other

Teamwork

We are one team and work selflessly for each other

- Be aware of your impact on others
- Be clear about what you expect from others
- Plan, organise and prioritise your time
- Coach others to be their best
- Support and delegate to others
- Work hard for the collective, not for individual gain

Responsibility

We are self-starters and take responsibility for how we work together and communicate

- Be positive and enthusiastic
- Communicate – listen, ask questions and share knowledge
- Embrace feedback
- Challenge ourselves and others to deliver success
- Have great conversations, including the difficult ones

Care

We care about our people, clients and community

- Help and look out for each other
- Understand, support and learn from each other
- Be proactive and make a difference
- Be kind to yourself and others

Additional notes or information:

The duties and responsibilities in this job description are not exhaustive.