

Service Desk Analyst – IT (Dubai)

Job purpose

This position provides IT service desk support all Clyde & Co users in all offices globally, including home and travelling users, with a focus on the MENA offices. The role requires rapid response to requests to ensure minimal disruption to users. A proactive approach to all enquiries is required to ensure rapid resolution of issues and ensure the best experience for users when using IT services.

Key responsibilities

- High quality, rapid response and resolution to requests from a global user base of circa 4000 and resolving issues at point of call in line with Service Level Agreements (SLAs)
- Ensuring and promoting satisfaction and ensuring professional and high quality service to end users
- Efficient and consistent management of service and support requests
- Providing global weekend support
- Liaising with global engineering teams if and when required to resolve high level local issues

Providing global telephone and local desk-side support to customers:

- Providing advice and guidance to end users on IT issues
- Trouble-shooting of desktop equipment and software
- Service Request fulfilment
- Mailbox Management: logging updating and resolving incidents and requests
- Ensuring that all calls are resolved or escalated promptly and effectively, working within SLA targets
- Identify customer training opportunities
- Remotely controlling and administering Clyde and Co desktop systems
- Following a standard Incident Management Process including call escalation
- Liaising with other support services (Facilities/HR/Training) to resolve issues

Monitoring, Prioritising, Fault diagnosis (Incident Management):

- Monitoring of all MENA systems & links to ensure proactive management of IT Services
- Working within the team to ensure all calls are responded to within agreed SLAs
- Ensuring calls are completed to the satisfaction of the end user
- Ensuring calls are prioritised and dealt with in line Incident Management processes
- Ensuring calls are kept up to date and customers updated where appropriate
- Adding accurate, informative and timely input of current status
- Advising the end user of regular updates and then resolution
- User account management for starters & leavers
- Assist in the delivery of local and firm wide IT Projects
- Work closely with suppliers and vendors

Providing onsite support:

- Travel to regional sites (Abu Dhabi, Qatar and Saudi)
- Providing phone & remote support for end users
- Providing deskside hardware support for end users when necessary
- Acting as a Service Desk representative/subject matter expert for the release of new projects, liaising closely with PMO

Configuration of PC, Server & Comms equipment

- Assisting with the troubleshooting of server & comms equipment failures
- Office based configuration and customisation of equipment
- Assisting with office and desk moves

Key technology

- Printers and Multi-function devices (HP & Konica Minolta)
- Network Management (Firewalls, Routers, Switches, TCP/IP, DHCP, DNS, and WINS)
- Remote Access (Citrix & Fortigate VPN)
- Win8.1 Desktop OS
- MS Office 2010
- Active Directory
- Document management systems (iManage Filesite)
- Software deployment and asset management tools (SCCM & Lansweeper)
- Email management (Exchange2013, BES & Mobile Iron)
- Server, Comms & VOIP hardware (HP & Cisco)

Working Hours

Working days will be Thursday to Monday(4 days per week); the working hours being 9am till 6pm each day.

Candidate profile

A flexible and adaptable approach is required in a changing environment; taking ownership of issues and where possible seeing them through to resolution to ensure professional and high quality of service to users is expected. Due to the weekend nature of the role, the candidate will be required to work with the global engineering teams in order to ensure high level fault resolution.

The ideal candidate will:

- Be educated to degree level; MCP qualification essential, MCSE is desirable
- Have at least a year's experience in a similar second line support role
- Have had exposure to a professional services/law firm work environment desirable
- Be able to demonstrate successful delivery of IT projects
- Be willing to travel on occasion to regional offices
- Be able to solve problems methodically and develop practical solutions
- Have excellent interpersonal skills with the ability to work independently as well as in a team
- Be adaptable and have excellent time management skills
- Be proactive and service-oriented
- Self-starter, organised and able to manage own workloads

Essential skills and experience:

- Mid-level in MS Office 2010 (MOS accreditation highly advantageous)
- Active Directory Knowledge and Experience
- Mid-level Hardware Skills (i.e Upgrade Ram, replace Hard Disk, Troubleshoot and resolve user incidents on desk visits, understanding of server and telecoms equipment etc)
- Experience using an IT call logging system (ITSMT)
- Experience of working with legal documents and templates
- Experience in face to face troubleshooting (previous deskside experience is necessary)
- Excellent use of the English language both written and verbal

Desirable skills and experience:

- Experience using Axios Assyst IT Service Management tool
- Understanding of Command Prompt, System Registry & powershell
- Digital Dictation & CRM solutions
- Backup systems and software

Competencies:

- Able to work unsupervised, using own initiative to take responsibility for actions and decisions
- Able to manage own time and prioritise effectively
- Monitors, prioritises and progresses incident/request activities to a conclusion, escalating where appropriate
- Ability to work within a global team, whilst adhering to standard operating procedures
- Provide reliable time keeping and attendance
- Ability to establish a professional rapport with end users via the telephone and in person
- Ability to promote and utilise Customer Service soft skills, e.g. mirroring, active listening, etc
- Legal business awareness
- Ability to listen actively and patiently to a diverse and broad skill level of end users
- Ability to use clear, concise and user-friendly technical language
- Ability to remain calm and professional in sometimes challenging situations
- Acts as a representative for the IT Department, maintaining a professional standard with the ability to identify opportunities to enhance customer satisfaction
- Dynamic approach to support activities
- Able to absorb information and work in a process orientated environment
- Ability to adapt to changing business needs is essential

Description of the work group

The IT Department is responsible for the delivery of all aspects of the Firm's Information Technology systems and services. This post sits predominantly within the IT Service Desk Team, which is responsible for providing and supporting IT services throughout the firm, but also works with the engineering team when required. The IT team is also responsible for the stability and integrity of existing systems, the development of new systems and deploying these systems in accordance with agreed procedures. The role will provide operational support for both the firm's front & back office systems, whilst also assisting with any weekend testing needed.

Clyde & Co Overview

A pragmatic and dynamic international law firm with a focus on core sectors of infrastructure, insurance, international trade, natural resources and transportation. Clyde & Co is recognised for its work in and with fast-moving and volatile emerging markets, and for a history of managing complex, multi-jurisdictional transactions and disputes.

From a network of 40 offices and 2,500+ staff over 6 continents, we are on the front line for our clients' interests, all over the world.

Clyde & Co in the Middle East and North Africa

Clyde & Co's first Middle East office was formally established over 25 years ago, following many prior years of client involvement in and with the region. Our regional offices work as an interconnected and cohesive unit in order to provide advice to clients from all over the world, as well as to regional corporate entities and governments, on their operations and interests throughout the Middle East and Indian subcontinent. Our lawyers are supported by comprehensive in-house translation, government liaison, management and

information services teams as we strive to provide first class professional service levels and insight to our clients.

We are one of the major international law firms in the GCC with around 170 specialist lawyers and paralegals, and 300 staff in total, operating as one unit across our regional office network:

- Dubai (established in 1989)
- Abu Dhabi (established in 2004)
- Doha in Qatar (established in 2007)
- Riyadh in Saudi Arabia (associated office established in 2009)
- Dar es Salaam in Tanzania (established in 2012 and associated office established in 2009)

We act as the first point of call for advice across the Middle East and North Africa region for many of our multinational clients. Through our work across the region over the past quarter century, our market knowledge, experience and networks are second to none. We provide in-depth coverage of the firm's core sectors, as well as strong cross-practice sector teams in place focusing on regionally important sectors such as education, healthcare and hospitality.