

## IT Service Desk Analyst

Ashurst's Information Technology department, Brisbane

### Recruitment

<b>About Ashurst</b>	<p>Ashurst is a leading progressive global law firm with a rich history spanning more than 200 years. We are proud of our history and are future-focused, having expanded into new technologies through our NewLaw division, Ashurst Advance, and our consulting arm. Our in-depth understanding of our clients and commitment to providing excellent standards of service have seen us become a trusted adviser to local and global corporates, financial institutions and governments in all areas of commercial law. To find out more please visit <a href="http://www.ashurst.com">www.ashurst.com</a>.</p>
<b>Department/Role overview</b>	<p>This role will guide and advise staff on all aspects of the firm's IT services. You will provide a professional IT support service to the whole firm with end-to-end management of software and hardware incidents and service requests.</p> <p>Tasks will be allocated on a defined roster with duties such as phone support, IT support via remote access, email support, floor walking and project support tasks as required.</p>
<b>Main responsibilities</b>	<ul style="list-style-type: none"><li>• Understand the IT requirements of the local business and act accordingly to ensure these requirements are met in a timely and structured way, following escalation processes to ensure a consistent and professional service</li><li>• Contribute to the effective operation and management of the Service Desk to ensure it provides quality, correct and timely information and services to its clients</li><li>• Daily tasks may include but are not restricted to:<ul style="list-style-type: none"><li>○ Day-to-day user support and liaison with IT Service Desk in other Ashurst offices to resolve issues</li><li>○ Management/support of pool and permanent laptops</li><li>○ Management/support of remote working</li><li>○ Management of user administration</li><li>○ Mobile device support, including BlackBerry, iPhone or Android devices</li><li>○ AV and VC overflow support</li><li>○ Managing spare PCs, upgrades and replacements</li><li>○ For new joiners, setting up the PC, Outlook, WorkSite and other core applications</li></ul></li><li>• Support international offices with equivalent services</li></ul>

	<ul style="list-style-type: none"> <li>• Configuration and asset management</li> <li>• Knowledge management</li> <li>• Accurate ticket logging of all IT incidents and service requests whilst managing and owning individual ticket queue within the Service Management solution</li> <li>• Point of contact for projects within the firm from inception through to "business as usual"</li> <li>• Manage end user administration such as joiners, leavers</li> </ul> <p><b>Risk and Control: Ensure that all activities and duties are carried out in full compliance with our regulatory requirements and internal policies.</b></p>
<p><b>Essential skills and experience</b></p>	<ul style="list-style-type: none"> <li>• 2+ years' previous experience in an IT support role</li> <li>• Good analysis and troubleshooting skills of all IT incidents</li> <li>• Excellent communication skills with strong customer service focus and good attention to detail</li> <li>• Ability to perform well under pressure and use initiative</li> <li>• Ability to identify business impacting incidents and escalate according to the escalation process</li> <li>• Able to work effectively alone and within your team or project</li> <li>• Work in accordance to ITIL processes and procedures</li> <li>• Intermediate to advanced skills in Microsoft Office &amp; Outlook 2010</li> <li>• Knowledge of the following: <ul style="list-style-type: none"> <li>○ Microsoft Windows 7 Professional Workstation</li> <li>○ Microsoft Active Directory</li> <li>○ Microsoft Windows 2008 Server</li> <li>○ Autonomy Interwoven (WorkSite/FileSite) or similar</li> <li>○ MobileIron or similar MDM solution</li> <li>○ video conferencing systems</li> <li>○ InterAction or similar CRM software</li> <li>○ Bighand or similar digital dictation software</li> <li>○ AD administration</li> <li>○ Remote working solutions eg.VPNs and mobile technology</li> <li>○ Building PCs and troubleshooting support issues</li> </ul> </li> <li>• Highly motivated and willing to continually update knowledge and skill sets</li> <li>• Flexibility: may occasionally be required to work evenings and weekends</li> </ul>
<p><b>Background checks</b></p>	<p>In order to comply with regulatory and client requirements, Ashurst will undertake appropriate vetting of staff. When applicants accept a job offer, Ashurst, alongside a specialist provider, will undertake professional verification and background checks. These checks are only undertaken with consent, and in accordance with our legal and regulatory obligations.</p>