

Technology Training & Adoption Specialist

Information Technology

The opportunity

We have an exciting opportunity for an experienced IT trainer to join our team as a Technology Training & Adoption Specialist. This is a global role servicing 30+ offices and is based in the UK. This role sits within a department responsible for the learning, awareness and adoption of key systems, promoting training and adoption for various projects.

This role provides the opportunity to get involved in the full training life cycle, and more. You will be exposed to all areas of the firm, using your expert knowledge and delivery skills to engage with end-users. We're looking for a confident communicator, engaging at all levels who relishes the challenge of getting involved in more than just a training delivery role.

The firm

Bird & Bird opens up a world of possible for lawyers and professionals everywhere. Working for a leading international law firm like Bird & Bird means working alongside people who are truly collegiate in the way they work with everyone. We work as one global team, with over 70% of work involving people from across the firm. And that's only increasing! It's this common purpose and shared approach that makes for a more productive and collaborative place to work. Your firm. Your future.

The team

Our mission is to support the business through technology change and adoption, providing first class training, education and support across the firm. Aligned to the firm's five year strategy, the team is keen to leverage the power of technology to elevate our potential and create lasting value for both our clients and our people. The team is a key part of the adoption of our core technologies and integral to the project delivery process. We're advocates of change and looking for someone keen to work with an existing team that is passionate about helping others to learn and adopt new technology.

Our promise

Bird & Bird is committed to maintaining an inclusive working environment and we are an equal opportunities employer. We will actively support and supervise your professional development. For those with the necessary energy and ability, we will ensure that the firm is a first-class platform on which you can develop into an industry leader. We support an agile working environment and are happy to discuss flexible working.



What you'll do

Effective training is essential for successful technology adoption, so you will be required to design and develop an approach that is engaging, promotes awareness and enables our people to service our clients.

You will play a key role in the onboarding process, welcoming new joiners to the firm and introducing our technology toolkit.

You will work closely with and support the legal tech team, advancing new technologies and promoting end-user adoption, providing the tools and solutions that shape a more efficient client service.

Communication is key for this role, and will take on a wide variety of media from creating awareness videos, e-learning, quick reference guides, the regular release of tips and tricks or contributing to firmwide announcements to promote new or existing technology.

You will collaborate with the project management team, participating in frequent meetings from initial project launch to product testing and scripting, user acceptance, working with early adopters, devising training outlines and planning a training approach.

There may be times when you are required to travel to other offices, to raise awareness of our tools and work on project rollouts. This would involve hosting large seminar sessions, training delivery, floor walking and follow-up training and support.

You will work alongside the service desk to answer questions and respond to training requests, taking ownership of end-user issues, finding solutions and feeding back to the end-user. This may result in reviewing and revising existing training to target common issues as well as update knowledge articles on the service portal.

Keeping our global IT teams updated is key and you will be required in advance of project rollouts to host knowledge sessions, ensuring all in IT are aware of the release of new tools.

You will also be required to maintain the Learning Management System (LMS), populate training sessions, log attendance and report on progress as well as update and maintain training material on the intranet.

You will be comfortable delivering sessions in a range of formats from large seminar groups in a theatre style setting to departmental awareness sessions, classroom or remote training.



About you

- Experience of working in a legal or professional services environment is desirable.
- You will have an in-depth knowledge of legal systems including iManage10, Intapp Time as well as M365, Windows 11 and Copilot.
- Experience of engaging at all levels, building relationships and collaborating with others.
- You will have excellent communication skills with a desire to educate and raise awareness; experience in drafting communications would be beneficial.
- You will be able to demonstrate an understanding of the technology adoption and business change process including engagement.
- Demonstrate your exposure to the full training life cycle from training needs through to delivery and post training support.
- You will have experience of working with a Learning Management System with excellent organisation, coordination and administration skills.
- Experience in producing high quality training materials, through a variety of media including video or e-learning.
- You will have an excellent team ethos, able to work independently as well as in a team.





The main responsibilities of this role are outlined above; however, this description is not exhaustive, and the job holder may be required to undertake additional duties from time to time to ensure the smooth running of the department. The role may require some working outside our normal working hours of 9:30am- 5:30pm.

Bird & Bird is committed to creating and sustaining a diverse and inclusive environment. We are delighted to confirm that we have recently achieved Mansfield Certification, following our successful participation in the UK pilot programme. This certification was achieved by considering at least 30% women, lawyers from underrepresented racial/ethnic groups, lawyers with disabilities and LGBTQ+ lawyers for at least 70% of UK fee earner and leadership positions. We are participating in Mansfield Rule UK 2.0 and continue to work towards ensuring a diverse pool of candidates are considered our roles, in line with the Mansfield Rule. You can read more about this [here](#).



In the event that we make an offer to you and you accept, we will conduct pre-engagement background checks, where permitted by local legislation and according to the nature of the role that may include right to work, professional and academic qualifications, criminal records, sanctions, financial stability, media, directorships and references from previous employers.

Please click below to view more detail in our Applicant Privacy Notice.

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