



**Vacancy:** IT Support Analyst

**Department:** IT

**Location:** Wimbledon

**Term:** Permanent

**Working hours:** 37.5 hours per week working to a shift pattern to cover core hours between 8.00am and 6.30pm

Additional out of hours support cover, one week in four between 6.30pm and 8.00pm Monday to Thursday and 6.00pm to 7.00pm on Friday. During this time you would not be expected to be in the office, but to carry the IT Support iPhone and respond to e-mails and phone calls accordingly.

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## The Practice

Capsticks is a leading provider of legal services to the health, social care and housing sectors, as well as in the field of professional discipline. The firm has a turnover of c£38m and 400 staff - including more than 250 fee earners - across its 4 offices in London, Birmingham, Leeds and Winchester and acts for a wide range of long standing clients in both the public and private sector including all forms of NHS organisations, governmental and regulatory bodies, registered providers, insurers, defence organisations, independent healthcare providers, charities and GP practices.

Further details about the firm and the type of work carried out can be found on our website at [www.capsticks.com](http://www.capsticks.com)

# The Role

## Main Duties and Responsibilities

- Providing 1st and 2nd line support to the Firm's 380 user base.
- Working as part of the IT team, which currently comprises 12 members, 5 of whom work on the service desk.
- Working to resolve service desk queries over the phone and in person, equipment configuration, back up maintenance and software installation.
- The role may also require dealing with 3rd party suppliers and regular visits to our other offices in Birmingham, Leeds and Winchester.

## Other Duties and Responsibilities

Any other duties as reasonably requested by the IT Service Desk Manager/ IT Director.

## Skills Set

Technical capabilities – The candidate should:

- Be proficient in supporting Windows 7 /10 and MS Office 2010 /2016
- Have experience in day-to-day administration of Active Directory (creating accounts, knowledge of group membership etc.) and MS Exchange Console (creating mailboxes, managing permissions etc.);
- Be experienced in supporting case management systems – ideally candidates would have experience in supporting LexisNexis VisualFiles;
- Have basic networking experience – patching, knowledge of DNS/DHCP;
- Ideally have experience of VMware Horizon View or other VDI technologies
- Have some experience with digital dictation systems; and
- Be proficient in Desktop and Laptop PC hardware and software (Windows updates, Anti-Virus etc.) maintenance as well as building/imaging PCs.

Candidates should ideally have at least one year's previous experience of working within a professional services environment. In any event, candidates should have:

- Excellent verbal and written communication skills;
- The ability to communicate professionally at all levels within the Firm;
- Strong problem solving and analytical skills;

- The ability to work calmly under pressure and to manage the expectations of demanding clients; and
- Excellent attention to detail.

Candidates will also be expected to demonstrate at interview that they are:

- Assertive, self-motivated and able to work without direct supervision;
- Proactive and innovative in their approach;
- Focused on the delivery of a first class service and able to get hands on when required; and
- A team player who is able to manage, motivate and work alongside others.

The IT Support Analyst has a responsibility to ensure that his/her skills set are up to date and that he/she is familiar with the Firm's internal systems and procedures. This will ensure that he/she is able to carry out his/her role effectively and to the best of his/her ability.

Candidates should be available to start as soon as possible, and if you are interested in applying for this position please apply by sending your covering letter **and** CV via the vacancies section on our website at [www.capsticks.com](http://www.capsticks.com).

### **Capsticks is an equal opportunities employer**

Capsticks is committed to providing equal opportunities for all and to encouraging diversity through recruitment. Applications are welcome from all sections of the community and decisions to progress will be made with reference to entirely objective criteria only.

Capsticks is an agile firm and is open to conversations about flexible working.