

Bristows

The firm

Bristows is a market leading law firm with a global client base across our core sectors of Life Sciences and technology.

The firm has maintained its high standing in the market by the exceptional quality of our lawyers and the strength and depth of our scientific and legal expertise. We have an all equity partnership that has remained stable over many years

IT Desktop Support Analyst (M365)

IT Department

The team

The IT team at Bristows provides all aspects of IT support to the firm from desktop support, IT training and development of internal software. The team work individual shift patterns to accommodate a client group of 300 staff between the hours of 8am to 6pm. An 'on call' weekly rota is also in effect whereby the team take it in turns to provide remote support during after-hours and weekends.

The role and candidate specification

The IT Support Desktop (M365) Analyst should have excellent interpersonal skills as the position will involve regular contact with staff at all levels across the firm.

As part of the IT team, you should maintain specialist knowledge and expertise to keep up to date with new developments in the M365 modern workplace application stack. As a firm with a strong interest in advising technology clients, we support the development of new IT systems, software and ways of working, so a suitable candidate will be strategically minded and innovative.

Being pro-active during busy times is key and getting the job done no matter how big or small the task maybe is key. This is a largely autonomous role so the right candidate must be self-motivated and able to work on their own initiative.

Most importantly, we're looking for a friendly team player who can work with a smile on their face, share our enthusiasm and flexible approach and help with a professional manner and appearance.

Key responsibilities

- Maintains and supports desktop applications, hardware and peripheral devices;
- configures, installs, maintains and upgrades computer systems hardware and software;
- administers and maintains security of operating systems;
- provides operational support for the organisation's information systems and peripheral equipment, such as servers, desktops, printers and storage devices. With a focus on the M365 modern workplace application stack
- assistance in the deployment of new systems;
- liaise with external support resources where applicable;
- building/testing future desktop setups;



- evaluation and testing of new desktop technologies and systems;
- maintain specialist knowledge and expertise, and keep up to date with new developments;
- to assist any other member of the department to fulfil their duties; and
- to undertake any other duties which may reasonably be requested

Required System Knowledge

- M365 Modern Workplace Applications (inc)
 - Word
 - Onedrive
 - Excel
 - Onenote
 - PowerPoint
 - Sharepoint
 - Outlook
 - Teams
- M365 Automation and Macros
- Exchange On-line

Additional firm systems

- Microsoft
 - Microsoft Co-Pilot
 - Microsoft Viva
 - Microsoft Planner
 - Microsoft Project
 - M365 Power Apps
- Other firm systems
 - Operating System Tools
 - SQL Server
 - Litera/Prospero ware CAM
 - iManage Security Software
 - Powershell
 - Duo Security
 - Active Directory
 - Mimecast
 - Intapp
 - Aderant

Our values & culture

With around 300 staff and partners in total and one UK location, we are able to maintain a friendly atmosphere where everyone is able to get to know each other and many policies and practices can operate on a trust basis.

We value face to face collaboration and the social element of working relationships. Our remote Working Policy enables staff to work in an agile way. We don't monitor attendance, but simply ask that everyone spends on average across the year more time in the office than out of it - typically three days a week for a full time employee. We provide a comprehensive home working set up including laptop, additional monitors, mouse, keyboard, headhone, chair etc as required.

Our firm values, which we very much "live", are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. We are signatories to the Mindful Business Charter and take our commitment to staff welfare and work life balance very seriously.

None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture. No one is competing for hours and everyone knows they can enjoy downtime when it arrives.

We have an active, partner-led Diversity & Inclusion group which runs awareness raising and educational initiatives in addition to ensuring that our policies and procedures remain inclusive. Our Charities Committee is equally busy and puts on a range of events from sporting to baking to our Christmas Craft Shop, all in aid of our Charity of the Year.

Our Wellbeing Programme is championed at partner level and is structured around the pillars of Physical, Mental, Financial and Community wellbeing with an annual programme of events, educational activities and support.

Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society's Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years. It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation. For more information about EDI policies and practices at the firm, please [see here](#).

For more information on our [firm values, see here](#).