

Senior Desktop Support Analyst

Department: IT

The firm

Bristows is a market leading law firm with a global client base across the life sciences and technology sectors. The firm has maintained its high standing in the market with the strength of our legal expertise and our unique firm culture driven by our core values.

Our IT Team provide all aspects of IT support to the firm including desktop support, IT training, and development of internal software. The Senior Desktop Support Analyst should have excellent interpersonal skills as the position will involve regular contact with staff at all levels across the firm.

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 this role would suit a strategically minded and innovative candidate

Being pro-active and committed to getting the job done regardless of the task at hand is key, especially during busy periods. This is a largely autonomous role so the right candidate must be self-motivated and able to work off their own initiative.

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

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
- 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
- Assist any other member of the department to fulfil their duties
- Undertake any other duties which may reasonably be requested

Required System Knowledge

- Microsoft Office Suite - at least intermediate level, Office 365 preferred
- iManage
- Exchange On-line
- Mimecast (or similar email gateway/archive software)

Preferred Knowledge Requirements

- Operating System Tools
- Active Directory
- ZenDesk
- Asset Sonar
- Powershell
- Database Applications

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- Microsoft Access
 - Condeco – Room/Desk booking system
 - Security Software:
 - Darktrace
 - Crowdstrike
 - Legal Specific Software:
 - 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 are based in modern offices at Blackfriars and very much value face to face collaboration and the social element of working relationships. We have introduced a Remote Working Policy which enables staff to work in an agile way – we do not monitor attendance but ask that everyone spends more time in the office than out of it, typically three days a week for full time staff.

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. 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.

Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Mentoring schemes are available for fee earners while members of the HR team can provide personal coaching and guidance in non-legal and personal management skills.

Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training.

Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families.

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.

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.

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](#).

