



Job Title: IT Support Engineer
Reporting to: Head of IT
Hours: Full Time
Location: Bromley

The Role

The IT Support Engineer is responsible for providing technical support and assistance to end-users within the law firm. This role involves troubleshooting hardware and software issues, performing system maintenance, and ensuring the smooth operation of the firm's IT infrastructure. The ideal candidate will possess strong technical skills, excellent communication abilities, and a proactive approach to problem-solving, with an understanding of the specific IT needs and compliance requirements of a legal environment.

The main duties include but are not limited to:

Technical Support:

- Provide first and second-line technical support to end-users via phone, email, or in-person.
- Diagnose and resolve hardware and software issues on desktops, laptops, printers, and other peripherals.
- Assist with setup, configuration, and maintenance of IT equipment and systems specific to legal practice, such as case management software and document management systems.

System Maintenance:

- Perform routine maintenance tasks such as system updates, patches, and backups.
- Monitor system performance and identify potential issues.
- Ensure security and compliance of IT systems by implementing best practices and protocols, particularly in relation to data protection and confidentiality requirements.

User Assistance and Training:

- Assist users in understanding and utilizing IT resources effectively, including legal-specific applications.
- Conduct training sessions for new employees on IT policies, procedures, and legal software.
- Create and maintain user guides and documentation tailored to the firm's needs.

Network and Server Support:

- Assist in managing and troubleshooting network issues.
- Support server administration tasks such as user account management, file permissions, and data backups.
- Collaborate with 3rd parties to ensure network security and efficiency, particularly focusing on the protection of sensitive client data.

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**Incident Management:**

- Log and track support requests using the ticketing system.
- Prioritize and escalate issues as needed to ensure timely resolution.
- Follow up with users to ensure satisfactory resolution of their issues.

Project Support:

- Participate in IT projects and initiatives, providing technical support and expertise.
- Assist in the deployment of new technologies and systems relevant to legal practice.
- Collaborate with other IT team members to achieve project goals.

Experience/Skills/Qualifications:**Qualifications:**

- Bachelor's degree in Computer Science, Information Technology, or related field preferred.
- Relevant certifications such as Microsoft Certified Professional (MCP), or similar are advantageous.
- Experience:
- 2+ years of experience in an IT support role, preferably within a law firm or legal environment.
- Experience with a range of operating systems including Windows and macOS

Technical Skills:

- Proficiency in troubleshooting hardware and software issues.
- Knowledge of network configurations and protocols.
- Familiarity with ITIL or similar incident management frameworks.
- Experience with remote desktop applications and help desk software.
- Knowledge of legal-specific software and systems such as case management, document management, and time recording software.

Other Skills:

- Strong problem-solving abilities and attention to detail.
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.
- Strong customer service orientation and interpersonal skills.
- Understanding of data protection regulations and confidentiality in a legal context.

Other Requirements

- On-call availability for after-hours support as needed.
- Ability to lift and move computer equipment.
- Ability to handle high-pressure situations and respond to urgent requests promptly.
- Driving Licence: A valid UK driving license is required.
- Car Owner: Possession of a reliable vehicle is essential for this role as the position will involve travelling between different office locations, often with IT equipment.



Personal attributes required in line with the firm's core competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies for this role are aligned to those expected of Management Support in the core competency framework.

Normal working hours are 9am to 5.30pm. Staff will be expected to be flexible and to arrive earlier and stay later when the job or business requires. We are now operating a hybrid way of working and so there will be flexibility to work from home for a number of days each week - a minimum of 3 days in the office is required for this role.