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|  | **Job Description- IT Administrator** |
| Name |  |
| Location | Based at 21 St Marys Street, Shrewsbury, SY1 1ED |
| Hours of work |  |
| Responsible to | The Directors |
| Reports to | Managing Director |
| Contractual status | Permanent |
| Summary of role | To provide IT Support to the Directors, Fee Earners and Support Staff across the firm. |
| Key Responsibilities and Task Summary | **Day to Day Responsibilities**  To assist the Operations Executive in the day to day IT function to include the support in the following, not exhaustive, list of areas :-   * IT and Digital Dictation systems * Communications such as email, internet and digital telephone system * PC’s and printers (Hardware and Software) * Photocopiers, including integrated fax machine * Assist in the management of network security, ensuring that all security updates are applied in a timely manner and that any potential threats to the system are investigated with the assistance of external support contractors * Implementation and management of back-up processes. * Management and maintenance of virtual servers * Setting up remote client meetings and court hearings * Dealing with queries from members of staff who are working remotely.   **Case Management**  To contribute to the ongoing development and maintenance of the Proclaim Case Management system.  **Team Contribution**  To assist the IT team in the management and delivery of IT, Hardware and Software upgrades with an approach that minimises the daily impact to the firm. |
| Mandatory Compliance Training | The candidate will be responsible for ensuring they complete all mandatory training within the timeframe as suggested by the Directors |
| Statutory Obligations and Quality Assurance | **Statutory Obligations**   * The SRA Code of Conduct * Proceeds of Crime Act * Terrorism Act * Money Laundering, Terrorist Funding and Transfer of Funds (Information on the payer) Regulations (MLR) * Solicitors Accounts Rules * The Data Protection Act 2018 (GDPR) * Other appropriate regulatory bodies   (Please refer to the Intranet for the specific statutory obligations)  **Quality Assurance**  To undertake any specified responsibility and to be familiar and comply with the requirements of any quality assurance programmes such as Lexcel, ISO (9001) 2015 or any relevant accreditation scheme. |

**Person Specification**

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|  | Essential | Desirable |
| Qualifications | GCSE or equivalent in English and Maths, grades A to C | Relevant A-Level or Diploma within an IT field |
| Experience |  | Previous in house IT Support experience |
| Knowledge | Excellent IT skills, particularly Word, Excel and Outlook | Case Management experience, in particular Proclaim. |
| Skills | An effective communicator both orally and in writing, having a good command of written English. |  |
| Personal Attributes | Pleasant but confident and assertive manner in dealing with colleagues and clients.  Tact, integrity, maturity and resilience are essential qualities.  Organised and able to deal with reactive IT queries while managing an individual work allocation. |  |