

Job description

IT - Assistant

The role

The firm is seeking to recruit an IT Assistant to assist across the firm.

This is an exciting newly developed role to complement our existing team. The primary focus will be to assist with systems and the busy IT service desk for our 130+ users.

Office location

We have 3 main offices in High Wycombe, Marlow, Amersham, with a serviced office in London.

The role will primarily be based at our High Wycombe or Marlow office but will require regular travel to our other offices and sites. Once trained, the position will mainly be based at Amersham or Marlow. However, you will be expected to move between offices and provide extended cover as needed. For this reason, a full driving licence and access to your own vehicle are essential.

Key experience

- The ideal candidate will have a confident manner, good communication skills and some experience in an IT Support environment. Ability to troubleshoot common hardware/software issues is essential.
- Good communicator and able to engage with the non-technical staff/lawyers to understand their time pressures and provide sensible solutions in a timely fashion
- Confident to be able to train small groups on the firm's systems e.g. how to maximise use of Microsoft functionality
- Assist with IT Director and Lead Technical Analyst with additional development opportunities under supervision
- Ability to ask appropriate questions to obtain relevant information to diagnose problems and discern what level of support is needed when a problem is presented.
- Need to become an advanced administrative user in specific law software packages and possible expand this knowledge to make use of API's to build integrations
- Help the team build PowerBi reports from a range of data sets
- Help with the firms adoption of AI solutions
- Ability to meet deadlines and adapt to changing schedules.
- Ability to follow instructions and to work autonomously – but also able to recognise when there is a need to ask for help.
- Rapid response and resilience – able to maintain composure and a sense of humour in the face of a heavy workload and constant interruptions.

- Induction and training of all new employees.
- Assistance with new system implementation and office moves
- Eye for continuous technological improvement.
- Excellent awareness of cyber essentials accreditation

Knowledge Management

- Assist in developing and maintaining resources on the firm's intranet.
- Training both in person and “how to” guides

Wider Projects

- Contributing to the wider business effort, which will include participating in specific firm wide technological change initiatives and projects as required.

Any other tasks that may be reasonably be required. Specific duties or responsibilities may be reviewed from time to time to reflect changes in personnel and management structure, staff location and services.

Salary dependant on PQE, to be discussed at interview.

Further Details – Experience & Skills

Essential

- Highly Proficient in Windows 10 and 11, Microsoft server versions, HyperV, MS Office versions, Active Directory and Networking
- Operational experience of ActionStep (preferred) and Net Documents along with Advanced P4W/Tikit or
- Experience of a 1st and 2nd line role and able to set up workstations and take lots of calls dealing with 1st line enquiries around printer problems, unable to log in, etc.
- Experience of setting up users in a Windows environment, with access to multiple sites, services and software applications
- Experience of troubleshooting printers, scanners, PC's, mobile phones and tablets
- Driven to self motivate and keep up to date with developments in the field.
- Creates a positive impact with colleagues, peers, partners and clients and is able to demonstrate diplomacy, listening and influencing skills.
- Strong written and verbal communication skills.
- Team player who works collaboratively and who is proactive with a 'can do attitude'.
- Demonstrates consistent excellent service delivery to internal clients.

Desired

- Microsoft SQL server
- Microsoft Azure or a similar cloud environment
- Office 365

- Microsoft Intune
- Microsoft Entra
- Cisco
- Powershell
- RestAPI
- Node
- JS
- Power BI
- NetDocs
- AI

Working hours

8.30am to 5.30pm Monday to Friday.

Additional hours commensurate with deadlines, responsibilities and demands of the role will be expected as appropriate.

Reports to - Head of Practice Management Unit / Director of IT

NB: This job description is not to be regarded as exhaustive. There may be other duties and requirements associated with the position and , in addition, as a term of employment, staff may be required to undertake other duties as may reasonably be required of them. They may also, from time to time, be required to use their cars on firm's business.

About us – Blaser Mills Law

We have grown substantially over the last five years, now employing over 140 staff, with a turnover of circa 12 million. We are a full service firm, with half of the turnover coming from the commercial side of our business.

We have created a modern, forward thinking, and responsible business, based on our Core Values. For more information, please see: [Our Core Values - Blaser Mills Law](#)

With an excellent remuneration package, benefits, holiday entitlement and working environment, this is an excellent opportunity not to be missed. It is possible that the role can be carried out flexibly, and we are very open to discussion.

Diversity, Inclusion, Social Mobility and Well-Being

It is part of our DNA to attract the best people and create an outstanding working environment that people want to be a part of, and remain with, throughout their careers.

We are proud of the diversity within Blaser Mills Law, which has allowed us to create a firm full of brilliant, unique minds. Further information can be found at [Inclusion - Blaser Mills Law](#)

We are pleased to be a Disability Confident Committed employer (Level 1).

As a supportive and inclusive workplace, we encourage applications from all candidates with the right experience and qualifications. We are, of course, happy to discuss any reasonable

adjustments that may be required. Please email HR@blasermills.co.uk or inform the partner when shortlisted for interview.

How to apply

If Blaser Mills Law sounds like the right fit for you, then please send your CV and a short cover letter to HR@blasermills.co.uk or for a confidential conversation, please call [0203 814 2020](tel:02038142020), asking for Clare O'Connor Ashworth.

Data will be kept in line with our data protection and [privacy notice](#).