**IT Technician**

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| Department | IT |
| Reporting to | IT Manager |
| Job description updated | October 2024 |

**About Us**

Established in 2000, Express Solicitors is an award-winning law firm that deals with personal injury and clinical negligence claims. Based in Manchester, we serve clients nationwide and are currently ranked 70 out of more than 10,000 law firms. We have a 5-star rating on Trustpilot from over 6,500 reviews, which coming from our clients means a lot to us. We are proud of the work we do helping injured people, and this is the core of our business.

**Role**

Express Solicitors are currently looking to appoint an IT Technician to assist the IT team in the day to day and long term function of the company’s IT infrastructure. Candidates must have a minimum of two years’ experience working within a similar role. Any experience working with Proclaim case management system will be a distinct advantage.

The role’s main focus will be to ensure the smooth running of the company’s IT technical resources and supporting internal staff members with any hardware or software issues.

**Responsibilities**

* Administration of in-house software;
* Desktop support and troubleshooting in Windows Server 2008/2012/2016, Windows 10/8/7 environments;
* Support for deployed printers, scanners and other peripherals across the network;
* Support for remote working arrangements through Microsoft Terminal Services;
* Support for company mobile phones or other mobile devices;
* Support for company telecoms system
* Responsibility for maintaining a comprehensive asset register and warranty database;
* Support for security systems linked to the IT network.
* Some travel to branch office (Haydock) may be required on an ad hoc basis.

**Person specification**

* A minimum of 12 months experience working within IT Support.
* Knowledge of Windows based operating systems and troubleshooting common problems.
* Understanding of network infrastructure and technology.
* Understanding of computer hardware and peripherals.
* Analytical and problem solving skills are essential across a broad spectrum of ICT disciplines.
* Ability to prioritise work received via telephone, email and helpdesk based on business or user impact.
* Strong communication skills and the capability to deal firmly with external support contractors to ensure levels of service are attained at all times.
* Excellent organisation and time management skills .
* Must understand the concept of internal customers and ensure that internal stakeholders remain confident in the ability of the firm’s systems to deliver.
* Knowledge of Proclaim case management and experience of working with software provider Eclipse would be a distinct advantage
* Prior exposure of BigHand digital dictation and Dragon speech recognition is beneficial.
* Experience of IP telephone systems e.g. Ringcentral IP Office is desirable
* Experience of working in the legal industry is advantageous

**Salary, Hours & Benefits**

* Salary is £25,000 to £30,000, dependent on experience
* Our standard working hours are 8:30am to 5:30pm Monday-Thursday and 8:30am to 5pm Friday.
* 23 days holiday a year, rising to 26 days, plus public/bank holidays.
* Extra day’s holiday for your birthday after 2 years’ service
* 3 holiday buy backs per year after 1 year of service
* Private medical insurance after 2 years’ service.
* Enhanced Maternity leave payment if you have over 1 year’s tenure, further enhanced at over 4 years’ service.
* Death in service
* 24/7 onsite Gym access
* Netball/Football team, 10km Manchester team and more
* Active social committee with generous departmental and firm-wide social budget.
* Active training culture and various groups and events such as Diversity and Inclusion.
* Other benefits including Employee Assistance Programme, free fruit & annual (optional

**Recruitment Process**

To apply, send a CV to [recruitment@expresssolicitors.co.uk](mailto:recruitment@expresssolicitors.co.uk) or visit our careers page on [www.expresssolicitors.co.uk/careers](http://www.expresssolicitors.co.uk/careers)

Interviews will be conducted by MS Teams and will include scenario-based questioning.

Our employees are our most important asset, we rate skill and ability above all else and our recruitment policy encourages applications from all.

By applying for this vacancy, you are giving us consent for to process your data in line with our Privacy Policy, full details of which can be found on our company website [Privacy notice for website users | Express Solicitors](https://www.expresssolicitors.co.uk/privacy-policy)