# JOB DESCRIPTION

Job Title 2nd Line Support Technician

Reporting to Service Delivery Manager

### About Sackers

Sackers is the UK’s leading law firm for workplace pension schemes, advising trustees, employers, providers and corporate investors. We work exclusively in the pensions and retirement savings industry, and advise on all aspects of defined benefit, defined contribution and hybrid pension arrangements, including funding and investment, managing liabilities, corporate support, disputes, governance, risk and operations, and tax issues.

Though pensions legislation and regulation can be complex and technical, our undiluted focus enables us to give clear and concise advice and to help clients meet their objectives in a timely and pragmatic way.

### Purpose of position

As a 2nd line support technician, you will be working in the IT team dealing with queries from across the fir. You will also assist with day-to-day maintenance of the IT systems and projects.

There will also be the opportunity for exposure to 3rd line work, such as assisting with the server and network projects, scripting, and application deployment amongst others.

* + 1. Primary responsibilities and duties
* Provide hands-on and remote support to colleagues who are experiencing laptop/desktop, operating system, application, telephony, and connectivity issues, and provide complete and timely follow-through to successful resolution.
* Responsible for supporting hardware devices including Surface Pro laptops, desktops and iPhones, ensuring all are kept up to date with patches, etc
* Ensuring meeting room audio-visual equipment is correctly working at all times, liaising with relevant third-party support company if required, and assisting clients and front of house team where necessary
* Providing 2nd line support for all incident escalations from 1st line, and escalating to 3rd line where required
* Ensuring all incidents are logged in the ticketing software and answered promptly
* Liaise with relevant vendor support teams to resolve incidents where necessary
	+ 1. Person specification
			1. Skills required
* Must be self-sufficient and capable of handling day to day tasks with minimal supervision
* Experience working in legal or other professional services environment
* Excellent customer service skills, with good written and verbal communication skills
* A thorough understanding of Windows 10, Microsoft 365, especially Word and Outlook, and preferably legal applications such as NetDocuments, BigHand, Workshare & Aderant Expert
* Basic network administrative experience with Microsoft Active Directory, and ideally Azure AD & MS Endpoint Manager (InTune)
* Excellent organisational skills including attention to detail and ability to prioritise
	+ - 1. Hours

Hours of work are 35 per week. Core hours for this role are initially 9.00 am to 5.00 pm on Monday to Friday with a one-hour lunch break. After 3 months, you would be expected to cover either the 8.00am to 4.00pm or 10.00am to 6.00pm shift depending on team resources and shift patterns.

Initially the role would be 5 days a week in the office, but we offer hybrid working as set out below.

The requirements of this role do call for some flexibility and you will be expected to work different hours on occasions (eg to cover holidays, sickness or busy periods)

Ability to be available after standard work hours for urgent support issues.

### Diversity and inclusion

#### Sackers is committed to being an inclusive employer and we recognise the benefits that a diverse workforce brings. We want our staff to be themselves at work, have a sense of purpose and feel supported. We greatly value our staff and their wellbeing and have taken positive and proactive steps to promote a friendly and supportive culture.

We welcome applications from all backgrounds and applications are considered on merit alone. We are happy to consider flexible working arrangements and we also offer 60:40 hybrid working whereby you are required to be in the office for a minimum of three days per week (with two days working from home).