

JOB DESCRIPTION

Job Title: Senior Technical Support Analyst

Reporting to: Corporate Services

Location: The Honourable Society of the Middle Temple

Hours: 37.5 pw (Mon – Fri, 9.00 – 5.30)

About Middle Temple

Middle Temple is one of the four Inns of Court, which have the exclusive right to Call men and women to the Bar of England & Wales, i.e., to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of vocational training to practise as Barristers. The Inn is a professional membership organisation as well as a property landlord with a substantial property portfolio in central London. The Inn holds numerous events and functions throughout the year for its members and other and is also available for private hire. The Inn is home to an extensive law library, maintain, amongst others, specialist collections in both EU and US law. The Inn also holds an extensive collection of historic archives and artefacts, dating back centuries. Middle Temple is also jointly responsible with Inner Temple for the Temple Church, the former headquarters of the Knights Templar in England, and which was consecrated in 1185. The Inn's mission is to support the rule of law in the UK and overseas, especially Common Law jurisdictions, and carries this out by providing extensive education opportunities and support to its members across the world and offers scholarships to intending practitioners to the Bar.

Job Summary

Working in conjunction with the Technical Support Analyst, in a predominantly Microsoft environment, you will be the first point of contact for any IT issues that arise. You will ensure that calls are logged in the service desk and see them through to resolution. You will be responsible for managing IT resources and the cloud technologies that support the business, to ensure the Inn's technology & infrastructure runs smoothly and efficiently.

Areas of Responsibility

1. To provide first, second and third line support of systems and software liaising with external support companies as required
2. Maintain network security and to administer staff & user access through Active Directory, O365 and Azure
3. Maintain and creating new IT documentation where appropriate
4. Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, hardware and any associated ITSM services
5. Log all reported issues into the Inn's helpdesk
6. Support and manage the Inn's network infrastructure (switches, access points and firewalls) making changes where required
7. Support and manage the Inn's virtual hypervisor (VMware) and hyperconverged infrastructure (Nutanix) ensuring any issues are resolved, ensuring compliance with essential patches and updates
8. To administer the purchase of IT supplies, including toner, while working within the budgetary constraints in place
9. Responsibility as appropriate to ensure the Inn's IT policy is adhered to across the organisation

Specific duties etc may be subject to change from time to time, to reflect changes in organisational requirements.

10. All staff are responsible for their own health, safety & welfare, and that of others, through their actions or inactions. They are therefore required to be familiar with and adhere to our Health & Safety Policy (and all associated policies, systems & procedures), to develop and maintain their knowledge, skill & experience with regards to health & safety and, commensurate with the level of the post, to promote safe working practices.
11. To lead by example, model and promote the Inn's values, including demonstrating a commitment to diversity and inclusion.
12. To undertake other such duties as the line manager or director may reasonably require.

PERSON SPECIFICATION

Qualifications

1. A relevant qualification e.g. University level degree or equivalent/qualified by experience.
2. Technical knowledge of IT infrastructure.

Knowledge, Skills & Experience

3. Experience of a similar working environment &/or understanding of the workings of the Middle Temple or other not-for-profit organisation.
4. Highly effective in fulfilling all areas outlined in the Job Description.
5. Experience of managing own workload with minimal supervision; able to multi-task, effectively plan work, meet deadlines and prioritise requirements from multiple demanding stakeholders.
6. Proven experience in IT support or similar role.
7. Experience of working in the not-for-profit sector, both registered charities and organizations under Royal Charter, or similar preferred
8. Experiencing troubleshooting Windows 10/11
9. Good knowledge of networking e.g. DHCP/DNS/VLANs cabling & patching.
10. Experience supporting iOS devices and MDM solutions
11. Knowledge of system security (e.g. intrusion prevention systems) and data backup/recovery
12. Minimum of 3 years management experience of Active Directory/Azure Active Directory, Group Policy, Windows Server 2012 and above, Microsoft 365 admin centre, Microsoft Exchange on premise & online etc.
13. Management experience of VMWare
14. Thorough and broad knowledge of the IT industry, including current trends and development in technologies.

Personal Qualities

15. Excellent communications and interpersonal skills with the ability to communicate effectively (verbally and in writing) at all levels e.g. ability to explain IT concepts to non-IT professionals.
16. Ability to work on own initiative within the parameters of the role e.g. identifying ways that services within area of work can be improved.
17. Ability to contribute positively to the work of the team and work supportively, co-operatively, flexibly and collaboratively with colleagues.
18. Ability and willingness to learn new skills.
19. Ability to be flexible and attend work (e.g. meetings, events) outside the normal working week as may be required from time to time.

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