

# Role description

EUC Analyst  
Liverpool

# The opportunity for you

## Executive summary

In this role, you will support the development, implementation, and maintenance of end-user computing environments, ensuring they align with the company's strategic and architectural plans. This position offers involvement in UK and international projects, providing opportunities to build relationships with vendors and explore new product functionalities.

## Key responsibilities

- **Implementation:** Deploy end-user device solutions, ensuring they are reliable, secure, and efficient.
- **Requirement Gathering:** Collaborate with stakeholders to gather and analyse requirements, translating them into actionable tasks.
- **Intune:** Implement and manage mobile device management (MDM) and mobile application management (MAM) using Microsoft Intune.
- **Autopilot:** Configure and deploy Windows devices using Windows Autopilot.
- **Application Packaging:** Package and deploy applications to end-user devices.
- **Technical Documentation:** Develop and maintain technical documentation.
- **Incident Management:** Monitor and respond to incident and problem tickets, serving as the frontline of DLM support.
- **Patching and Deployment:** Execute end-user device patching and application deployments and other changes via change processes.
- **Automation and Scripting:** Assist in automation and scripting initiatives to enhance efficiency.
- **Service Improvements:** Contribute to service improvements to enhance efficiency and effectiveness.
- **Security:** Implement and manage security measures to protect endpoint devices from threats and vulnerabilities.

### Job title

EUC Analyst

### Recruiting manager

Lee Jones

### Department

IT Services

### Working hours

Monday to Friday (09:30 – 17:30)

Working at least 3 days a week from our offices.

### Location

Liverpool

### Perm/FTC

Permanent

### Salary

Competitive

### Working pattern

Taylor Wessing supports agile working, and the Talent Acquisition team would happily have conversations with potential candidates about how we could support agile or flexible working needs.

# The opportunity for you

## Key responsibilities

- **Performance Optimisation:** Monitor and enhance the performance of endpoint devices to ensure a smooth user experience.
- **Policy Enforcement:** Assist in developing and enforcing policies related to the use and management of endpoint devices.
- **Support and Troubleshooting:** Provide technical support and troubleshooting for endpoint devices.
- **Collaboration:** Work with other IT teams to integrate endpoint solutions with broader IT infrastructure and services.
- **Innovation:** Keep up to date with the latest technologies and trends to continually improve endpoint management practices.
- **Technical Support for Projects:** Provide technical support for projects, ensuring successful implementation and integration of new solutions.
- **Change Control:** Implement changes following strict change control procedures to ensure stability and compliance.

# The opportunity for you

## Knowledge, skills & experience

- Proven experience as an End User Device Engineer, Application Support Analyst, or similar role.
- Strong knowledge of Intune, Autopilot, and application packaging.
- Good familiarity with iManage Document Management System (cloud).
- Excellent problem-solving skills and attention to detail.
- Strong communication and interpersonal skills.
- Understanding of Active Directory (AD) and Group Policy.
- Expertise in Windows 11 and macOS Operating Systems.
- Proficient in PowerShell or equivalent programming languages.
- Familiarity with Apple device management, particularly macOS.
- Experience with ITSM/ServiceNow.
- Understanding of Virtual Desktop environments.
- Knowledge of security solutions such as antivirus, anti-malware, encryption, threat detection, and Windows Defender.
- Proficiency with patch management tools and processes.
- Skills in deploying and managing software applications using Intune, as well as remote management tools.
- Scripting ability (e.g., PowerShell, Bash).
- Familiarity with Microsoft 365, Google Workspace, and cloud storage.
- Understanding of ITIL principles and practices, IT project management, and performance metrics analysis using DEX tools.
- Ability to evaluate and procure hardware/software solutions and create/maintain detailed documentation and reports.
- Experience in supporting mobile app publication through Google and Apple stores.
- Ability to offer support to IT teams globally.
- Proficiency in Jira or other project management/workload management software, with the ability to effectively manage team workloads.

# About us

Taylor Wessing is a global law firm that serves the world's most innovative people and businesses.

Deeply embedded within our sectors, we work closely together with our clients to crack complex problems, enabling ideas and aspirations to thrive. Together we challenge expectation and create extraordinary results. By shaping the conversation in our sectors, we enable our clients to unlock growth, protect innovation and accelerate ambition.

## Our UK sector focus



Technology, Media  
& Communications



Private Wealth



Real Estate,  
Infrastructure & Energy



Life Sciences  
& Healthcare

## Our areas of expertise

- Banking & Finance
- Brands & Advertising
- Commercial & Consumer Contracts
- Competition, EU & Trade
- Copyright & Media Law
- Corporate Crime & Compliance
- Corporate/M&A & Capital Markets
- Data Protection & Cyber
- Disputes & Investigations
- Employment, Pensions & Mobility
- Environmental, Planning & Regulatory
- Financial Services Regulation
- Information Technology
- Patents & Innovation
- Private Client
- Private Equity
- Projects, Energy & Infrastructure
- Real Estate & Construction
- Restructuring & Insolvency
- Tax
- Venture Capital

## Challenge expectation, together

With our team based across Europe, the Middle East, US and Asia, we work with clients wherever they want to do business. We blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions across the full range of service areas.

**1200+** lawyers | **300+** partners | **28** offices | **17** jurisdictions

# About us

## The way we work

At Taylor Wessing, we never settle for average. We're creative thinkers, problem solvers and continuous learners who excel at what we do and believe our best work is still ahead of us. We are a firm that's large enough for you to achieve your ambitions, but connected enough to be a true community.

You are joining an inclusive culture that allows you to be yourself and balance your work and home commitments. You'll gain access to high-end technology, agile processes and the trust to deliver your best work in a flexible way whilst spending the balance of your time with colleagues in our offices.

## Employee development and career progression

We recognise that our business services professionals are integral to our success and are therefore dedicated to their career development. We offer comprehensive development plans designed to support the growth of our business services people in their respective roles. From technical training to softer skills, these plans are crafted to ensure that our people realise and reach their full professional potential, but also complement our firmwide strategic goals allowing both the firm and our people to flourish.

For a detailed look at these development opportunities and how they can support your career progression, please refer to our [Always Learning Brochure](#). This document will provide an in-depth view of our commitment to skill development and show you the support network available as you advance within Taylor Wessing.

# About us

## Investing in you | Tailored benefits

Your wellbeing is always our priority and we are proud to offer bold and progressive ways of working alongside an excellent range of benefits and perks designed to support you and your family.

### Key benefits

- 25 days' annual leave
- Life assurance
- Group personal pension – salary sacrifice
- Income protection
- In-house and digital GP services

### Health and wellness benefits

- Annual wellbeing allowance
- Private medical insurance (individual)
- Health assessments
- Dental insurance
- Critical illness insurance
- Flu vaccinations
- Eye tests
- Employee assistance programme
- GymFlex
- Counselling sessions

### Lifestyle benefits

- Enhanced family leave – after one year qualifying service, you are entitled to up to 26 weeks leave full pay if you or your partner give birth or adopt a child
- Salary sacrifice electric car scheme (UK staff only)
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Financial wellbeing support
- Interest free season ticket loan
- Cloud Nine – our subsidised restaurant and coffee bar (London only)

# Our values

## What we stand for

We are a community of independent thinkers, connected by our values and our drive to challenge expectation. Our values shape what we do and how we do it. We have built a team that reflects the firm's core values and which exemplifies inclusivity. To learn more, [click here](#).

Excellence

Creative

Responsible

Team

Integrity

Respect

## Acting responsibly, together

We're committed to being a responsible business and taking accountability for our actions.

We have high ethical standards and take care of our people. We're reducing the footprint we leave in nature and engaging with our communities through cultural and charity work. Being a responsible business means we're active members of our broader society, of the legal community, and of our clients' sectors.

Whether it's building an inclusive workplace, reducing our waste or supporting the arts; we're actively working together to build a better business, and a more sustainable world.

Find out more about our responsible business initiatives [online](#).

Read our latest impact report by clicking the link below.



## Our Responsible Business Impact Report 2023



# Diversity & Inclusion

## Mansfield Certification



We are proud to announce that we have achieved Mansfield Rule UK Certification Plus for the 2023–2024 period, reaffirming our dedication to diversity, equity, and inclusion within the legal sector.

We're committed to delivering an inclusive culture and a progressive environment where we empower all our people to lead, learn and grow. The Mansfield Rule keeps us and the wider legal profession accountable for achieving and surpassing these goals; over the last year alone the Mansfield Rule has helped us continue to focus on monitoring our recruitment and promotion activities, as well as improving the diversity of our firm.

We've seen tangible changes in our firm from championing diverse voices across all areas of our business, something we want to see continue to flourish in the years to come and with Mansfield as a key partner in building in an inclusive environment for all.

To read more about this fantastic achievement please [click here](#)

## Inclusive Recruitment Charter

Take a look at our new Inclusive Recruitment Charter...

The Charter builds on some of our great initiatives from the last year, like taking part in the 10,000 Black Interns programme, introducing mandatory inclusion training for all our people, and achieving Mansfield Certification Plus.

Learn more about our commitments to being a responsible business by [clicking here](#)

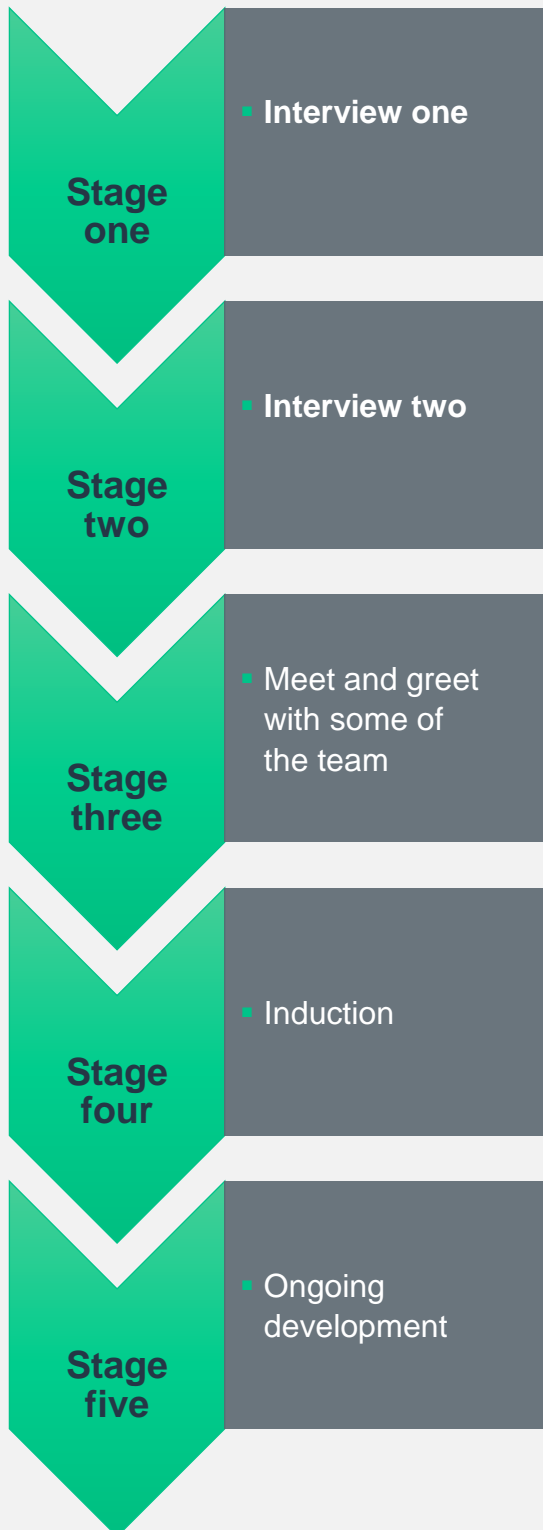
## Responsible Business Networks

We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together within the responsible business programme.

### Our current networks include:

- Arts Society
- Balance in Business - our gender balance network
- Cultural Diversity network
- equaliTW - our LGBTQ+ network
- Family Matters network
- Social Mobility network
- Sustainability network
- Wellbeing network

# Your recruitment journey



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Please contact us if you require any adjustments to your application or our recruitment process.

**2000+** people  
**1200+** lawyers  
**300+** partners  
**28** offices  
**17** jurisdictions

<b>Argentina*</b>	Buenos Aires	<b>Mexico*</b>	Mexico City
<b>Austria</b>	Klagenfurt   Vienna	<b>Netherlands</b>	Amsterdam   Eindhoven
<b>Belgium</b>	Brussels	<b>Nicaragua*</b>	Managua
<b>Brazil*</b>	Belo Horizonte   Brasilia   Rio de Janeiro   São Paulo	<b>Panama*</b>	Panama City
<b>Chile*</b>	Santiago de Chile	<b>Poland</b>	Warsaw
<b>China</b>	Beijing   Hong Kong   Shanghai	<b>Portugal*</b>	Braga   Lisbon   Porto
<b>Colombia*</b>	Bogotá   Bogotá, main office	<b>Puerto Rico*</b>	San Juan
<b>Costa Rica*</b>	Guanacaste   San José	<b>Republic of Ireland</b>	Dublin
<b>Czech Republic</b>	Brno   Prague	<b>Slovakia</b>	Bratislava
<b>Dominican Republic*</b>	Santo Domingo	<b>South Korea**</b>	Seoul
<b>Ecuador*</b>	Cuenca   Guayaquil   Manta   Quito	<b>Spain*</b>	Barcelona   Canary Islands   Madrid   Pamplona   Seville   Valencia   Vitoria   Zaragoza
<b>El Salvador*</b>	San Salvador	<b>UAE</b>	Dubai
<b>France</b>	Paris	<b>Ukraine</b>	Kyiv
<b>Germany</b>	Berlin   Düsseldorf   Frankfurt   Hamburg   Munich	<b>United Kingdom</b>	Cambridge   Liverpool   London
<b>Guatemala*</b>	Guatemala	<b>Uruguay*</b>	Montevideo
<b>Honduras*</b>	San Pedro Sula   Tegucigalpa	<b>USA</b>	New York   San Francisco
<b>Hungary</b>	Budapest		

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