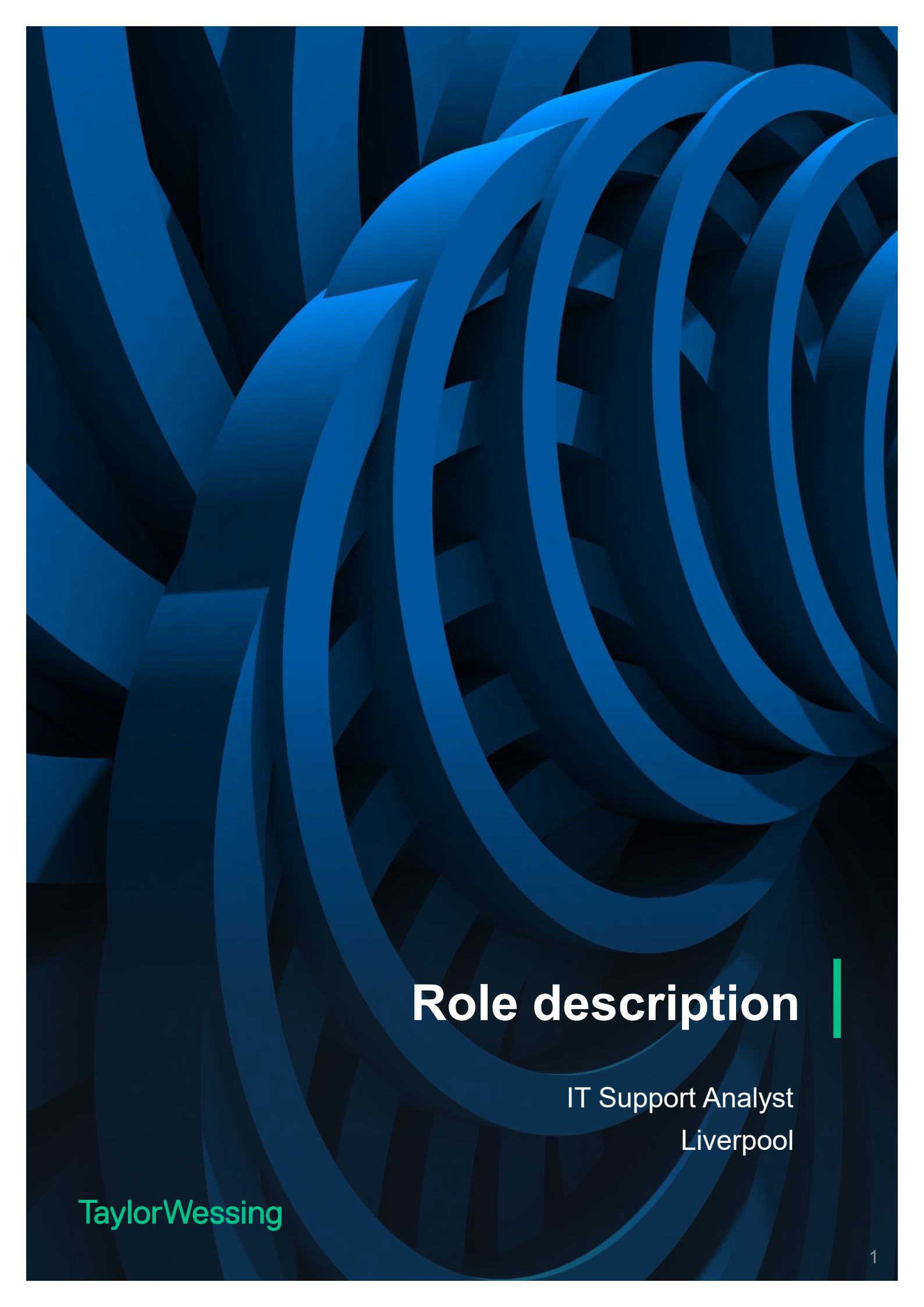




Role description

IT Support Analyst
Liverpool

The opportunity for you

Executive summary

This role will be within our IT Services Team and will report to the Service Desk Manager.

A IT Support Analyst is required to join our team in Liverpool and provide IT support to our 800+ UK user base. This is an exciting and varied role and will offer support across a wide range of IT services including Microsoft Office 365 and various legal-specific applications. You will be working in a fast-paced environment, where each day brings new challenges. The Desktop Support team is responsible for providing world-class support for all of our legal and business services teams.

Key responsibilities

- End user support
 - Provide support via telephone, email, and walk-up service during core hours.
 - Deliver desktide support when required.
 - Ensure timely response to support tickets in line with agreed Service Level Agreements (SLAs)
- Incident Logging and Management
 - Log all incidents, requests and problems accurately into the IT Service Management system.
 - Monitor open tickets to ensure timely progress updates and resolutions.
- Ownership & Escalation
 - Taking ownership of technical issues and seeing them through to resolution or escalating when appropriate
 - Collaborate with senior analysts and other technical teams for complex issue resolution
- Stakeholder Engagement & Relationship Building
 - Build strong relationships with internal users across all business levels.
 - Engage in proactive floor-walking to provide visible and accessible support

Job title

IT Support Analyst

Recruiting manager

Ben Alexander

Department

IT Services

Working hours

Monday to Friday (09:30 – 17:30)

Working at least 4 days a week from our offices.

Location

Liverpool

Perm/FTC

Permanent

Salary

Competitive

Working pattern

We are committed to finding the right person for this role and are open to discussing flexible working patterns.

The opportunity for you

Key responsibilities

- Subject Matter Expertise - Serve as a go-to expert for specific IT processes and contribute to maintaining accurate team documentation.
- Project & Change Support - Support IT and business projects by participating in rollouts, testing, and implementing changes.
- Service Improvement & Collaboration - Drive service enhancements by contributing ideas, participating in reviews, and learning from incidents.
- JML (Joiners, Movers, Leavers) - Ensure timely and accurate onboarding and offboarding, including access setup and welcome activities.
- Delivering Excellence Provide proactive, high-quality support with strong communication and full ownership of user issues.

Knowledge, skills & experience

- Minimum 2 years' experience working as a Desktop Support/ Service Desk Analyst.
- Strong knowledge of Microsoft Office 365.
- Good experience of working with Windows 11.
- MS Exchange experience.
- iManage or alternative document management system knowledge would be an advantage.
- Understanding of Active Directory.
- Knowledge of ITIL framework.
- Excellent team player, positive and collaborative.
- Ability to communicate effectively both within the team and people at all levels across the firm.
- Excellent call handling and problem-solving skills.
- Willingness to learn and develop within a busy support environment.
- Strong customer service skills.
- Able to work well under pressure.
- Law firm or professional services experience would be an advantage.

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)

Taylor Wessing in Liverpool



We planted our roots in Liverpool in 2018 and have a permanent presence in Edward Pavilion. Sitting on the vibrant Royal Albert Dock, our investment in this award-winning, state-of-the-art space cemented our commitment to the city and our Liverpool team has grown significantly since.

Why Liverpool?

Liverpool is synonymous with innovation, creativity and dynamism, all of which make it a natural home for us. We're proud to be part of Liverpool's business community alongside many of the technology and pharmaceutical companies that form the core of our client base.

We've built deep ties with the city since opening our Liverpool office, establishing a relationship with Tate Liverpool, supporting local charitable initiatives and schools and working with The Conservation Volunteers to improve local green spaces.

Our Liverpool team

Teams based in our Liverpool office support our UK and international business operations, including:

- IT
- Finance
- Talent
- Risk
- Business Transformation
- Business Development, Marketing and Communications.

We also have a number of lawyers based in our Liverpool office, including members of our Disputes and Investigations, Employment and Real Estate groups, as well as members of our Trade Mark practice and Paralegal Operations team.

Anyone who works for Taylor Wessing in Liverpool becomes part of a fully integrated, UK-wide team. This is a fantastic firm for talented people who are intellectually curious, ambitious and want to work in one of the UK's most famous cities.

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 **2024**

Read the report

Diversity & Inclusion

Mansfield Certification



We are proud to announce that we have achieved Mansfield Rule UK Certification Plus for the 2024–2025 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.

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](#)

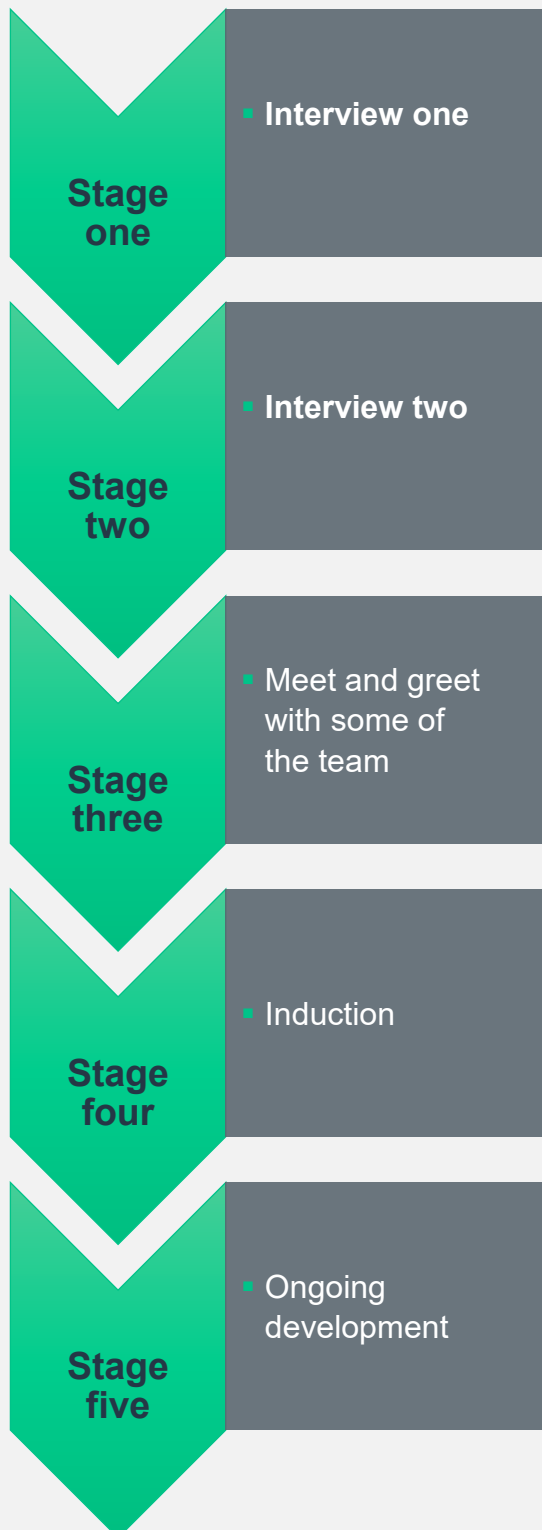
Responsible Business Networks

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



Rob Fowler

Head of Talent Acquisition
+44 20 7300 4841
r.fowler@taylorwessing.com



Victoria Lewton

Senior Recruitment Manager
+44 207 300 7061
v.lewton@taylorwessing.com



Sara Gordon

Senior Talent Acquisition Manager
+44 1513355139
s.gordon@taylorwessing.com



Kendell Woods

Senior Recruitment Advisor
+44 151 335 5192
k.woods@taylorwessing.com



Lottie Williams

Recruitment Onboarding Senior Advisor
+44 151 335 5191
ch.williams@taylorwessing.com



Daniel Cheasley

Senior Recruitment Advisor
+44 20 7300 4965
d.cheasley@taylorwessing.com

We are committed to making all stages of our recruitment process accessible to candidates with disabilities or long-term health conditions. If you consider yourself to have a disability or long-term health condition, please feel free to be open about this at any point during the recruitment process this will be dealt with in a confidential manner. If you are not sure what adjustments you require, we will work with you to establish the most suitable adjustments at each stage of the recruitment process.

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

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

* Powered by our strategic alliance with leading law firm ECIJA

** In association with DR & AJU LLC

© Taylor Wessing LLP 2024

Taylor Wessing statistics published are correct as of 1 January 2024.

This publication is not intended to constitute legal advice. Taylor Wessing entities operate under one brand but are legally distinct, either being or affiliated to a member of Taylor Wessing Verein. Taylor Wessing Verein does not itself provide services. Further information can be found on our regulatory page at:

www.taylorwessing.com

TaylorWessing