

IT Support Analyst

IT Services, Liverpool

About Winston Taylor

Shoulder to shoulder in your breakthrough moments.

Winston Taylor is a transatlantic law firm built for the businesses, people, and markets driving capital and innovation.

Whether you're leading the way, disrupting an industry, entering a new phase of growth, or launching a defining product—we're in the room with you. In the action. Sleeves rolled up.

Embedded in your business and sharing your ambition, we take the work personally. Shaping what we do and how we do it around your goals and needs, always one step ahead of the moment.

With a rich history spanning both sides of the Atlantic, we are present in the major commercial centers that matter to our clients: the U.S., the U.K., Europe, Latin America, and the Middle East. Combining scale with the speed clients demand, our defining capabilities include Major Litigation, Critical Transactions, Strategic IP, and Private Wealth.

Our team of over 1,400 lawyers works hand-in-hand across markets, sectors, practice areas, and client teams. All-in problem solvers, we bring the creativity to think differently, and the pragmatism to get things done when it counts the most.

We're fluent in your world, with deep legal experience, rich sector knowledge, and active networks. Because in your business's most critical moments, you don't just need legal know-how. You need people who are deeply part of your world and ahead of where it's going.

The opportunity for you

Position 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+ U.K. 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 professional teams.

Job title

IT Support Analyst

Recruiting manager

IT Support Operations Manager

Department

IT Services

Working hours

Monday to Friday
(9:30 am–5:30 pm)

Working at least three 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

Position 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 and 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.

The opportunity for you

Position responsibilities

Stakeholder engagement and relationship building

- Build strong relationships with internal users across all business levels.
- Engage in proactive floor-walking to provide visible and accessible support.

Subject matter expertise

- Serve as a go-to expert for specific IT processes and contribute to maintaining accurate team documentation.

Project and change support

- Support IT and business projects by participating in rollouts, testing, and implementing changes.

The opportunity for you

Position responsibilities

Service improvement and collaboration

- Drive service enhancements by contributing ideas, participating in reviews, and learning from incidents.

Joiners, movers and 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.

The opportunity for you

Experience, skills, and qualifications

- 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.

Recruitment journey

Stage 1

Interview



Rob Fowler
Head of Talent
Acquisition & Strategy

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Hannah Jackson
Senior Recruitment
Manager

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Daniel Cheasley
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Advisor

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Stage 3

Meet and greet
with some of
the team



Kendell Woods
Senior Recruitment
Advisor

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Meg Vaughan-Irving
Recruitment Senior
Coordinator

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Lottie Williams
Onboarding Senior
Adviser

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Stage 4

Induction

Stage 5

Ongoing
development

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.

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