

Forward thinking
Straight talking



IT Support Analyst- 2nd Line

JOB SPECIFICATION

Gateley /

POSITION:	IT Support Analyst- 2nd Line
LOCATION:	Manchester
CONTRACT TYPE:	Permanent

The *role*

As a 2nd Line Support Analyst, you will be expected to have in depth knowledge of the software and technical platforms that make up Gateley IT services as well as how IT within Gateley is consumed by end users. As a result, you will be able to resolve the majority of incidents and requests that are raised to the Service Desk and will be a point of escalation for the 1st Line Team.

The successful candidate will be responsible for:

- Technical escalation point
- Desk side and remote support
- Identify trends and potential problems and respond proactively
- Support and mentor 1st line analysts and apprentices
- Provide support at other Gateley sites where required
- Provide out of hours on-call support for the business
- Provide excellent customer service
- Comply with the company's policies and procedures

Use, maintain and create knowledge documents in the Service Management platform

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

The *team*

Gateley Plc has a dynamic and collaborative IT department. We are growing our team to 55 staff members in total across IT Service, Infrastructure, Architecture, Security, Change Management, Development, Innovation and Client Solutions.

The IT Service Delivery team consists of 19 members across 5 sites, including Birmingham, London and Manchester, Leeds and Guildford. They provide deskside and remote support for IT queries, action tickets and ensure items are managed effectively whilst maintaining a high level of customer service.

The *person*

In order to be successful in this role you will need to demonstrate the following attributes, aligned with the following Gateley team spirit elements:

Ambitious for Success

- Willingness to learn and be invested in personal development objectives

Room to Breathe

- Ability to mentor and support junior colleagues

Forward Thinking

- Support continual improvement by identifying opportunities for improvement

Trusted to Do

- Proactive attitude
- Strong personal organisation skills
- Fastidious attention to detail
- Ability to prioritise own workload
- Work well under pressure
- Ability to talk confidently about technical issues and their resolutions

Working Together

- A service & customer focussed attitude
- Empathy with colleagues
- Excellent communication skills
- Empathy and diplomacy

Ability to work individually, potentially remotely at times as well as part of a team Technical Competencies In order to carry out this role, an established understanding and ability to undertake administration and troubleshooting in the following areas will be required:

- Microsoft Windows & Windows Server environments
- Microsoft Active Directory
- Microsoft O365
- Networking, TCP/IP, DNS, DHCP, VPN
- Mobile Device Management tools
- Mobile device configuration
- Workstation/Laptop hardware
- Telephony
- Email Security (Mimecast)
- Printers/Copiers
- Data Rooms
- Understanding of security threats within IT

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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