

## Junior IT Desktop Support Engineer – Birmingham

### **The Firm**

Forresters is a leading full service intellectual property firm with an international client base. We have offices located in Birmingham, Liverpool, London, Munich and Southampton. Since being established in 1884, we have grown from a regional firm into an international practice. Despite our long history we are a young firm with a fresh approach to our client's requirements and employee career progression. We are rated as one of the leading intellectual property firms in the UK.

### **The Role**

The IT Desktop Support Engineer will provide first/second line support to users across the firm including four remote sites. Regular travel to our other UK offices will be required, sometimes at short notice. This is a full-time permanent role.

### **Duties and Responsibilities**

The IT Desktop Support Engineer will be responsible for supporting users across all Forresters offices. The role focuses on the user's desktop computer, with some work on telephony and peripheral devices. The engineer will participate in project work and documentation based around desktop, telephony and mobile equipment.

Some Duties Include;

- User issues - hardware, software and peripheral problems
- PC installations
- User set-up
- Liaise with third-party support
- Liaise with and support other members of IT
- Backup check
- Other duties as required

### **Experience and requirements:**

The ideal candidate will have

- Experience in a busy IT department in a professional services company.
- Able to communicate well with users, colleagues, management and third parties, and keeping users updated at all times
- Able to prioritise and log issues and act accordingly
- Able to progress issues to their conclusion either alone or with the help of colleagues or third-party support within a timely manner
- A team player
- Able to work under pressure and on own initiative on issues and project work
- Flexible in approach to travel and projects undertaken
- Ability to learn new technologies quickly and willingness to learn

- Willingness to adapt and work in a varied and demanding role
- Well organised with a flexible approach and able to meet deadlines
- Ability to deal with any queries efficiently.
- Ability to organise workload and see all jobs through to the end
- Excellent attention to detail and accuracy
- Professional and assured telephone manner

### **Qualifications:**

The candidate must have

- Relevant IT qualifications such as CompTIA A+, MCSA

### **Relevant skills**

- Building computers and laptops – Windows 7, Device Imaging, Software Deployment
- Creating and Maintaining Users – Windows AD Domain 2016 and above, Exchange 2016 and MS Office 2010/2013/365
- User Support – Logging of all issues, PC Driver and hardware issues, Software and Printer Issues, Telephony, iOS based mobile devices
- Project Skills – New Desktop Software roll out, New Desktop Hardware roll out, Documentation of key desktop work
- Exposure to iManage DMS would be an advantageous.

### **The Package**

- Very Competitive Salary
- A pleasant and friendly working environment.
- Flexible working around core hours.
- 26 days of annual leave in addition to UK bank holidays.
- 35 hour week.
- Health Cash plan.
- Cyclescheme.
- Childcare vouchers.
- Mutual pension contribution of up to 5%.
- Employee Assistance Programme.
- Season ticket loan

To apply, please send your CV to [careers@forresters.co.uk](mailto:careers@forresters.co.uk). Please state in the cover letter your salary expectations and confirm if you have a permanent right to live and work in the UK.

Please submit your applications before 4<sup>th</sup> January 2019.

Immediate start preferred.

Please strictly no agencies.

[www.forresters.co.uk](http://www.forresters.co.uk)