

**JOB DESCRIPTION**  
**Part Time (Mon to Wed)**  
**IT Trainer and Desktop Support**

**The Firm**

Payne Hicks Beach is a 29 partner firm of solicitors based in offices in New Square, Lincoln's Inn. In total the firm comprises about one hundred and forty people. The firm provides specialist legal services to private and commercial clients. We are very well known for our family and private client work and are widely regarded as one of the very best of the small number of firms in the UK who provide these specialist services at the highest level. We also have an excellent reputation in many other areas of law (rated in both Chambers and Legal 500), including in our company and commercial work.

Our offices are located at 10 New Square, Lincoln's Inn, one of the finest squares in London, a building which the firm has occupied since 1770.

The firm is organised into the following main departments:

Private Client  
Company and Commercial  
Employment  
Dispute Resolution  
Family Law  
Property  
Privacy and Media Law  
Immigration

More information about the departments and the work of the firm may be found on our website, the address of which is [www.phb.co.uk](http://www.phb.co.uk)

The strategy of the firm is to grow by selective recruitment of individuals with a proven track record in their particular area of expertise. The firm is flourishing and has a sound financial base from which to grow in a planned way. The areas in which we specialise have meant we have been relatively unaffected by the recent recession, and the firm has remained extremely profitable and financially secure.

**The IT Department**

The Department is led by an IT Director and supported by a Support Manager, Support Analyst and a Support Assistant. As well as maintaining all the IT systems and infrastructure within the firm they provide a help desk service between the hours of 08:00 and 18:00 Monday to Friday.

**IT in the Firm**

The firm has a network running on Windows 7 with Office 2010 running on the desktops. We also use SOS Connect as our Practice and Document management system. All staff have PCs and access to Word, Excel and the firm's Practice Management system.

The firm has both internal and external e-mail using Microsoft Office and Exchange Server.

## **The Role**

This is a three day week role with flexibility to change the days worked if the demands of the department require it, with notice.

The role involves taking over all aspects of the training function including inductions, scheduling and running the sessions, compiling records, recording feedback, as well as assisting IT with project roll outs, preparing training materials and floor walking. When not training, the role will involve assisting in the provision of telephone support to users on all of the firm's desktop software. Plus assisting in the development and customisation of document templates used within the firm.

This role will also encompass training in some non-IT subjects such as office procedures and telephone use.

Law firm experience preferred.

This is a Microsoft environment so in-depth knowledge of Microsoft Office is essential. Any experience of SOS Connect would be an advantage, but not essential. However you will be expected to learn SOS Connect and quickly become confident enough to train on it.

## **The Individual**

To be considered for this role it is essential you have as a minimum:

Two years previous experience as an IT Trainer gained within a professional services firm.

Previous experience of formal training on Microsoft Office.

A sound knowledge of using MS Word templates and styles in a business environment.

You will also possess the following key skills:

- Excellent oral and written communication
- Administrative skills
- Organisation and efficiency
- Analytical and technical skills
- The ability to motivate others
- A patient and friendly approach to teaching
- Good team player

## **Remuneration Package**

Salary: Market rate

Other benefits: 4 x Life Assurance  
Permanent Health Insurance  
Medical Insurance (after 1 year qualifying period)  
BUPA Wellbeing scheme (after 1 year qualifying period)

Pension Scheme (after 1 month qualifying period). The firm contributes to a Personal Pension Plan.  
Interest-free season ticket loan after 3 months  
Cycle to Work Scheme

Holidays: 22 days increasing to 25 days

**Other**

The taking of cigarette breaks is not permitted.

We are an equal opportunities employer.

Please contact Janice Okuns, HR Manager, for further information.