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Clifford Chance



IT Support Analyst

Brussels, Brussels Region, Belgium · 2 weeks ago · 77 applicants



On-site · Full-time · Entry level



Skills: Knowledge Sharing, Communication, +8 more



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About the job

We are one of the largest international law firms in the world. With over 30 offices across the globe, we strive to exceed the expectations of our clients, providing them with the highest-quality advice and legal insight, which combines the firm's global standards with in-depth local expertise.

Our firm, work and people span jurisdictions, cultures, and languages. We offer our clients a truly international perspective. We believe every career should be rewarding and stimulating - full of opportunities to learn, thrive, and grow. That's why we're so proud of our inclusive, friendly, and team-based approach to work.

Our one firm global strategy is focused on targeted growth led by the needs of our core clients, those who we can best support with the breadth and depth of Clifford Chance expertise, across the sectors and geographies, which matter most to them.

You'll find our clients in commercial and industrial sectors, the financial investor community, governments, regulators, trade bodies, and not-for-profit organisations. But no matter who they are or why they've reached out to us, we provide a world-class service every step of the way. And that's possible thanks to the entrepreneurial spirit and conscientious approach to work that you'll find across all of our teams.

Whichever area of the business you join, you'll become an integral part an innovative, diverse and ambitious team of people. Clifford Chance is a place where the brightest minds and the best of colleagues meet.

Job Description

The Brussels' office of Clifford Chance is currently looking to recruit an IT Support Analyst.

Technology underpins our ability to deliver legal services to our clients. It allows our lawyers to work more efficiently, to ever more demanding deadlines, with higher accuracy, in closer collaboration with our clients, and across a range of locations and devices.

The role of IT Support Analyst is a challenging opportunity where you will be able to apply your knowledge and put this into practice with the benefit of resources from a well-established, globally dispersed team. Maximising the potential and adoption of technology is a priority for Clifford Chance as it plays a critical role not only in how our people work but also in ensuring we can deliver our client strategy.

As technology moves from back office efficiency to being more integrated into the core delivery of client service, our teams are developing beyond just solving problems and arise to being more innovative and forward thinking. They are increasingly helping lawyers to better understand the possibility of technology and to maximise the impact of what we do through technology delivery.

Qualifications

- Fluency in spoken and written English is a pre-requisite, as well as fluency in French
- Experience of performing an IT training/functional support role in the legal sector or in a similar professional services type organisation is an advantage.
- Experience of delivering Microsoft Office and iManage related support/training.
- Any experience with the range of document production, management and forensics tools in the legal sector is a plus.
- Strong appreciation of cyber security best practices.
- Good understanding (and experience) of using templates and business standard documents.
- Knowledge of Apple OSX and iOS, and Android is an asset.
- Experience in building and profiling desktops and laptops.
- Experience supporting Wi-Fi, Cisco telephony, secure/follow me printing solutions is an advantage.
- Hands-on experience in supporting mobile devices and Video Conferencing systems.
- Good knowledge of Citrix will be an advantage.
- Highly professional individual who can thrive in a challenging and demanding working environment - the role holder will be a critical factor in helping users engage better with existing and new technology in an environment where the users are typically under high pressure.
- Personal passion and high level of curiosity in keeping abreast of developments in technology and understanding how it works.
- Strong problem-solving skills, solution-oriented and logical, able to dissect problems and processes and apply pragmatic approaches to solving them.
- Willingness to take ownership and show initiative to achieve results.
- Resilience and self-motivation – able to face and overcome setbacks.
- Ability to engage in a consultative manner with staff to identify pain points and recommend tools to resolve.
- Service orientation with strong interpersonal, communication, influencing and leadership skills
- Ability to work with a multi-cultural regional team and to interact with global teams.
- Strong communication skills - you will be comfortable communicating at all levels, listening and adjusting to your audience's needs, clearly explaining theoretical concepts, and getting buy-in and confirming clarification at every step.

Additional Information

Who you will work with

Whilst Brussels based and focused, you will be part of the Benelux IT hub, working in close collaboration with your colleagues in Luxembourg and Amsterdam. You will help to ensure consistency of functional support to all users in these offices. To that end, some international support and travel is expected.

Our Technology team provides customer support in every office. It also operates over several global hubs, with service and infrastructure hubs in London, Frankfurt, Hong Kong, New York and two Centres of Excellence in India. You will be closely aligned to the local business but will also become part of the regional and global network.

Our team is a collection of specialists with deep domain expertise across the full spectrum of technology, all of which are key to our work. The rich wealth of knowledge and deep functional expertise that is present within the global teams as a result means there is always someone who can help you.

What you will be responsible for

The IT Support Analyst is responsible at local level for ensuring that a comprehensive IT support service is provided to the partners, lawyers and business professionals, through proactive, professional and courteous customer request and incident handling. This position is also responsible for working closely with the users to educate them on the technologies deployed within the office and on the desktop, with the aim of improving efficiencies and productivities.

The IT Support Analyst acts as a power user of both our Core Technology applications and Legal Technology application toolset both in usability and understanding of product specifications and necessary configurations for varying legal uses and applications.

The IT Support Analyst understands and is motivated to look beyond the obvious technical problem, conducts research, documents results and shows an ability to analyze and draw meaningful conclusions from information gathered.

The IT Support Analyst ensures the knowledge transfer of experiences with adoption, use and requirements of Core Technology applications and the Legal Technology toolset to others on the team to enable scalability of support.

You will be responsible for delivering quality and efficient functional support to all users in Clifford Chance's Brussels office and will also provide intermittent support to the users in

Luxembourg and Amsterdam offices. Support will be provided via a number of channels (e-learning, floorwalking, 1-2-1 desk-side visits, etc.) to optimise the resources and minimise the impact on fee earners' time.

What you will do

Functional Support

You will provide sound advice and assistance with the handling of complex incidents and requests, working with other resolution teams when necessary. Where calls need to be escalated to another team, you will ensure that ownership has been transferred. You will provide desktop hardware (including printers) and software support including remote services (e.g. RAS/VPN, Token & secure ID, mobile devices, etc.).

You will be responsible for supporting the technologies inside the client and internal meeting rooms including the video conferencing event testing and setup.

You will ensure that you continue to adapt to the ever-changing face of technology, with users having services on many different hardware and software platforms.

Infrastructure Support

You will assist the Global Infrastructure team to test and rollout new Infrastructure equipment in the local office.

You will provide weekend or out of hours support (on site or remotely) and testing after system changes performed by the Infrastructure Team, the Global Shared Service Centre, or the vendor if necessary.

You will coordinate with the Infrastructure team and the local vendors for any infrastructure hardware issues in the local office.

Project Support

You will work with the Benelux and Regional Technology Managers on all phases for projects coming into the local office, including pilot testing, problem reporting, follow up with issues, support during the project rollout, and attend necessary training if needed.

Client Focus

You will maximise face-to-face contact with the user in any interaction, whilst being mindful of the fact that we are working with typically time-starved users.

You will provide a high degree of initiative and a willingness to accept ownership of tasks, keeping the client's interests at the forefront of all activity.

You will ensure that any issues are dealt with promptly and remediated appropriately.

You will proactively engage with fee earners and business professionals to educate them on how to take advantage of the various technology tools and services available to them with the aim of improving efficiencies and productivity.

You will demonstrate a proactive focus on constantly improving the overall user experience with IT.

You will contribute to the broader regional IT team by generating new ideas and ways to improve the service delivered by IT.

Procurement

You will assist with the management of the relationship with local vendors.

You will maintain and manage hardware assets in the office.

You will provide input to prepare the local IT budget and assist in the planning, implementing and managing of a business-aligned IT budget.

Equal Opportunities

At Clifford Chance, we understand that our true asset is our people. Inclusion is good for our team and their families, our firm and society.

We are committed to treating all employees and applicants fairly and equally regardless of their gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, social or economic background, disability, religious belief, sexual orientation, or age. This applies to recruitment and selection, terms and conditions of employment including pay, promotion, training, transfer and every other aspect of employment.

We have a variety of flourishing employee networks. These networks are a place for colleagues to share experiences and advocate for change wherever they see an opportunity for improvement.

Our goal is to deliver an equality of opportunity, an equality of aspiration and an equality of experience to everyone who works in our firm.