

## ABD legal Services Ltd

<b>Job Title:</b>	Case Management IT Support Analyst		
<b>Location:</b>	Devizes	<b>Travel Required:</b>	Yes, if required to other office locations
<b>Level/Salary Range:</b>	Competitive	<b>Position Type:</b>	Full time permanent. Monday – Friday 9-5pm.
<b>Line Management Responsibility for:</b>	N/A		
<b>Reports to:</b>	Head of IT		

### Job Description

#### About Awdry Law:

Established in 1750, we are an award-winning firm having been presented in the past with the Law Society's Excellence Award for Innovation and two awards for excellent customer service. From our offices in Devizes, Chippenham, Marlborough, Royal Wootton Bassett and Swindon, we serve clients in Wiltshire, Berkshire, Hampshire, Somerset, Gloucestershire, Bath, London, and throughout the UK. We provide a comprehensive range of first-class legal services for individuals, families, and businesses.

Our purpose is to provide excellent client service and exceed expectations by being dynamic, inspiring, and proactive; client service is at the heart of everything we do. We have a fantastic group of people who work hard, are dedicated and demonstrate great commitment so In return for aiming towards these standards we will back you, help you to improve and support you the best we can.

#### Why You'll Love Working with Us:

Join us and be part of a culture that values creativity, hard work, individuality, ambition, and fun! We offer competitive pay, fantastic employee benefits, and the opportunity to grow in a thriving, forward thinking environment. And yes, our legendary social outings are not to be missed! This is more than a job; it's a chance for you to develop new skills and be part of our success.

We have a fantastic group of people who work hard, are dedicated, and demonstrate great commitment so in return for aiming towards these standards, we will back you, help you to improve and support you in being the best we can.

Our values are the platform upon which everything is built:

#### Everything starts with you

People matter, whether you are a client or part of our team

#### Always driving forwards

We always show ambition and energy to achieve results

#### Be Brilliant

We create positivity, excellence, and innovation in all we do

#### Every person, every time

We are consistent and reliable and give our best, every time.

**ROLE AND RESPONSIBILITIES**

**Job Purpose:**

To assist with the implementation, maintenance & control of elements of the Information Technology (IT) within Awdry Law, at all locations as necessary and as instructed by the departmental manager. To assist the IT Systems & Software Developer to make changes and recommendations for the firm's case management systems as required by the departmental manager and the senior partners of Awdry Law.

**Typical Activities:**

**Responsibility for: -**

- Case management scripting, troubleshooting, and evaluation of opportunities for process improvement throughout Awdry Law.
- Provide front-line user support and technical assistance to Awdry Law staff thus enabling staff to use the IT resources to their full potential
- Assist with the installation and configuration of peripheral devices.
- Assist with education in the use of PC operating systems/ packages/ applications.
- Maintain a good working relationship with supervisors and staff.
- Carry out other tasks as directed by the departmental manager which may not be specifically identified as tasks set out above or linked to the role. Where such tasks are set over a period of time that significantly alters the role of the post then a re-evaluation will take place.

**ESSENTIAL AND DESIRABLE SKILLS, EXPERIENCE AND QUALIFICATIONS**

**Skills**

**Essential:**

- The ability to work without supervision.
- Keyboard skills and a good understanding and knowledge of computers
- Pleasant telephone manner
- Good communication skills
- The ability to work on their own initiative or as part of a team
- Ability to prioritise tasks effectively
- Enthusiasm for developing own knowledge
- Staying calm when under pressure.
- Good organisational skills
- To be focused and have great attention to detail
- Should be able to keep up with technological developments within IT.

**Experience**

**Desirable:**

**Exposure or use of the following would be ideal (but not expected)**

- Lexis Nexis Visual files
- SOS Practice Manager / Connect

- Microsoft Windows operating system
- Microsoft Windows Servers
- Querying Progress or Microsoft SQL Server databases
- Microsoft Active Directory
- Microsoft 365 and Azure online services
- Server virtualisation (hypervisors such as VMware or Hyper-V)
- Smart phone apps (e.g. Apple / Google)
- Anti-Virus / Malware services
- Web Filtering
- LAN/WAN
- VoIP Telephone services
- Business printing services

**Additional Notes:**

You will be expected to attend all update training as required.

This Job description is not intended to cover all aspects of the role. You may be required to complete other tasks that are in keeping with the general nature of the position.

Reviewed By:	LL	Date:	06/05/2025
Approved By:	DB	Date:	08/05/2025
Last Updated By:		Date/Time:	

