

IT SUPPORT ASSISTANT



If you would like to resolve complex, international - often high profile - disputes in innovative ways while working in a close-knit, inclusive environment, a position at Hausfeld may be just what you need. We are looking for someone to join us as an IT Support Assistant.

About Hausfeld

Hausfeld is a global disputes-only law firm bringing a visionary approach to resolving disputes in competition, commercial, tech, environmental, consumer and human rights law with offices across the US, UK and Europe. The firm pioneered the private enforcement of competition actions in Europe often against large defendants like, large corporates, banks and big tech - shaping the legal landscape. The leading directories, Chambers and Legal 500, recognise our lawyers for their expertise in competition, commercial, banking, civil liberties, environmental and group litigation as well as international arbitration. Furthermore, our antitrust, commercial and environmental teams won awards for the claims they brought.

We represent businesses, public entities, institutional investors, shareholders, NGOs and individuals - mostly on the claimant side - including leading European and global brands in the automotive, retail and tech sector. We are at the forefront of collective redress and act for groups of businesses and consumers by bringing a growing number of collective claims in the UK as well as in Spain, Portugal and the Netherlands.

We can offer flexible fee and funding structures, allowing claimants to bring proceedings with reduced or no financial risk. Having been one of the early adopters of third-party litigation funding, we have strong relationships with leading funders worldwide. Our commitment to access to justice means we also run an active pro-bono practice.

For more information, visit hausfeld.com.

Diversity

We are a gender diverse firm with over 45% female lawyers and 37% female partners and have an excellent track record of promoting women worldwide. This compares favourably to worldwide industry averages. In addition, 54% of the Global Management Group is made up of women, and the vast majority of our senior business professionals are women. You will also benefit from our agile working policy which combines working from home with days in the office. Hausfeld is an Equal Opportunities Employer and committed to recruiting and retaining the best talent.

Role – IT Support Assistant

This position will be office-based Monday to Friday.

We are recruiting for an IT Support Assistant to join our IT support team, reporting to the IT Director & IT Support Administrator. The IT Support Assistant will ensure colleagues receive timely IT support to enable them to work effectively from the office and at home.

Responsibilities

This is not an exhaustive list and from time to time it may be necessary to vary these to meet business needs.

- IT Asset Management for starters and leavers
- Liaising with vendors and 3rd party suppliers to resolve issues where applicable
- Cover 1st & 2nd line technical support for user
- Provide on-site support, installation, and configuration
- New starter IT induction (go over firm apps and policies)
- Configure new laptops and iPhones
- Set-up IT equipment in the office
- Provide effective desktop support to the team to ensure all IT problems are resolved efficiently
- Ensure meeting room IT equipment are set-up and working
- Set up new users accounts, profiles and laptop
- Test and evaluate new updates for 8x8/iManage/office365
- Perform regular maintenance checks and office walk arounds collecting and distributing IT Equipment.
- Collecting office data e.g. (attendance on Semana)
- Updating and Maintaining Office Printers
- Provide setup, configuration, and troubleshooting of video conferences for internal and external meetings
- Any other duties/projects as required by the IT support team

Essential attributes

Candidates will have:

- A keen interest in Information Technology
- A-Level or equivalent in Information Technology
- Minimum of 5 GCSE's at A*-C/6-9
- Customer service focus experience
- Ability to interact with all levels of personnel

Beneficial attributes

- Experience in IT support, helpdesk, or related roles.
- Customer service focus experience
- Qualification or certificate in IT, or a related field is desirable

Working hours

This position will be office-based Monday to Friday, 10am – 6pm

TO APPLY, please send an email with your CV to recruitment-london@hausfeld.com.