**2nd Line Support Analyst job spec**

Wedlake Bell are looking for a proven 2nd line support analyst to join their 12-strong IT team based in their London office near St. Paul's.

The primary role of the 2nd line support analyst will be to act as an intermediary between our IT Helpdesk team and our 3rd line systems administration team. We are looking for a candidate who has a proven track record of resolving 1st/2nd line support queries in a professional services organisation. We expect any candidate to have:

* excellent customer services skills
* expertise in Windows 10, Office 365, and preferably legal applications such as iManage Filesite, Bighand, PDFDocs/CompareDocs
* in-depth knowledge of iPhones and MDM setup, configuration and troubleshooting

There will also be the opportunity for exposure to 3rd line work, such as assisting with server and network monitoring, scripting, application deployment, group policy and cyber security.

**Main duties and responsibilities:**

* The 2nd line support analyst will have overall responsibility for our mobile device management systems, and our cyber security phishing and training system
* Liaising with our mobile supplier to resolve mobile device problems, and to provide staff with excellent support both at home and abroad
* Responsible for supporting desktops, Surface Pro laptops, and IP Phones including but not limited to: advanced hardware and application troubleshooting, ensuring desktops are up-to-date with windows and AV updates, peripheral device troubleshooting including label printers, speechmikes, wireless keyboards/mice, phone headsets etc
* First port of call for troubleshooting problems with Citrix or VPN access
* Provide user support, coaching/mentoring to staff in the use of Wedlake Bell systems, including helping junior IT Helpdesk staff to upskill and transfer knowledge to them
* Providing excellent end-user support via the telephone, email system, call logging system and floor walking
* Providing support to the IT Helpdesk with the setup of IT and AV equipment for meeting rooms
* Responsible for closing and decommissioning old user accounts, and for keeping Active Directory information up-to-date
* Being the first point of contact for tickets escalated to the 2nd line queue by our IT Helpdesk. You will be responsible for investigating and resolving advanced desktop support tickets, and escalating tickets to the 3rd line team where necessary
* Liaise with vendor's support teams to resolve reported problems where necessary
* Any experience with dealing with HighQ data rooms would be beneficial

The above statements are intended to describe the general nature and level of work being performed by a 2nd line support analyst and in no way imply that these are the only duties to be performed.