GILSON GRAY

LAW • PROPERTY • FINANCE

IT Support Analyst

Department: IT
Location: Edinburgh
Contract type: Full-time

About Gilson Gray

We are a comprehensive law firm, offering expert legal, property and financial services. We are a team of highly-skilled, award-winning professionals who are committed to helping our clients achieve their goals in every area of the law. We are proud to be a part of one of the most prominent and modern legal firms in Scotland. We are Gilson Gray.

Based in Edinburgh, Glasgow, Aberdeen, Dundee, North Berwick, Lincoln and London we focus on ensuring we provide the highest level of advice and ongoing service to our clients. We are ambitious and pride ourselves in looking after our clients personally and providing the highest standard of service.

This role would be based in our Edinburgh office.

Our Team

We are a small and dedicated team focused on delivering excellent and professional IT support to our colleagues and expanding client base.

Joining our team will provide you with valuable exposure to a wide range of technologies, enabling you to grow both professionally and personally. You will have the opportunity to engage in diverse activities that will contribute to your career development and enhance your skill set.

The Role

We are looking to further strengthen our current team with the appointment of an IT Support Analyst. We require an enthusiastic and dynamic individual who will assist in the installation, support, and maintenance the company's computer systems. You will be responsible for making sure that the individual elements of the system, which will include hardware and software, are working correctly.

The IT Support Analyst is responsible for resolving Incidents as well as meeting customer satisfaction and continuous service delivery demands. Planning and organisation are both key requirements.

As an IT Support Analyst at Gilson Gray LLP you'll be responsible for:

- Deliver exceptional 1st Line support to our staff by communicating with them clearly and accurately
- Setup Computer hardware and install software required by the business
- Escalate support incidents when first time fix is not possible within a reasonable time
- Achieve agreed customer service levels
- Provide technical support and fault diagnosis
- Effectively communicate with colleagues and suppliers

Required Knowledge and Experience

- Excellent telephone manner and communication skills
- Reliable and hardworking
- Organised and self-motivated
- Knowledge of basic technology products and service
- Basic understanding of PC hardware
- Microsoft Windows and Microsoft Office end user skills
- Confidence to diagnose and fix staff issues

Our ideal candidate would also

- Excellent organisational skills with the ability to prioritise workloads and work to deadlines
- MCP certification would be beneficial but is not essential

Benefits

- A competitive salary with annual review and potential bonus award depending upon performance
- 32 days annual a year (includes public holidays)
- Birthday day off
- 3 x Death in Service benefits
- Membership of an occupational pension scheme
- Wellbeing initiatives and opportunity to access online Health Provider

This is an exciting time to join us. Think this is for you?

Get in touch for a confidential chat about how you can become part of the team at recruitment@gilsongray.co.uk

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