GILSONGRAY

LAW • PROPERTY • FINANCE

IT Support Analyst

Department: IT

Location: Edinburgh

Contract type: Full-Time

About Gilson Gray

Gilson Gray's IT team is part of Gilson Gray's continuingly growing organisation. Gilson Gray LLP is a comprehensive law firm, offering expert legal, property, and financial services. We support clients throughout their entire lifetime. The IT team have decades of experience in supporting organisations to achieve their digital and security goals and can advise on every IT related situation.

Based in Edinburgh, Glasgow, Aberdeen, Dundee, North Berwick, Lincoln, and London we focus on ensuring we provide the highest level of advice and on-going service to our clients. We are ambitious and have significantly grown the team over the course of the last year. We pride ourselves in looking after our clients personally and providing the upmost standard of service.

This role will be based in our Edinburgh office.

Our Team

We are looking to hire a highly motivated and customer-focused IT Support Analyst to join our successful IT team in Edinburgh.

At Gilson Gray, we pride ourselves on fostering a collaborative and supportive working environment where everyone's knowledge, experience and ideas are valued. Our team works closely together to deliver an excellent service to colleagues across the business, while maintaining a positive, inclusive and enjoyable workplace. We believe in supporting one another, sharing expertise, and creating opportunities for continuous learning and development.

The Role

As part of our continued growth, we are looking to strengthen our IT team with the appointment of an experienced IT professional.

As an IT Support Analyst, you will play a key role in delivering high-quality technical support across the business, ensuring colleagues receive timely assistance and excellent customer service.

As an IT Support Analyst at Gilson Gray you will 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

- Proven experience in an IT service desk or desktop support role, providing first- and second-line support in a professional environment.
- Strong working knowledge of Microsoft Windows, Microsoft 365 and PC hardware, with the ability to troubleshoot software, hardware, connectivity and peripheral issues.
- Ability to diagnose and resolve common issues independently, recognise when to escalate, and give colleagues clear troubleshooting notes when handing over a ticket.
- Experience managing a ticket queue, prioritising incidents by urgency and business impact, and taking ownership through to resolution or handover.
- Excellent telephone and written communication skills, with the ability to explain technical issues clearly to non-technical colleagues and keep them informed.
- A reliable, organised and proactive approach, with the ability to balance competing priorities and meet agreed service targets.

Our ideal candidate would also

- Experience supporting user accounts, access permissions and device setup using tools such as Active Directory, Microsoft Entra ID or Microsoft Intune.
- Experience spotting recurring issues and improving support processes or writing knowledge base articles.
- An interest in developing technical knowledge and keeping up to date with emerging technologies and best practices.

Benefits

- A competitive salary with annual review and potential bonus award depending upon performance
- 32 days holiday a year (includes bank 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