

IT Support Engineer

IT & Office Services Team - Reports to Chief Operating Officer

Location	99 Gresham Street, EC2V 7NG, London
Contract type	Permanent
Hours	09:30-17:30
Start date	ASAP

Apply by sending your CV to people@druces.com

About Druces

Founded in 1767, Druces is an ambitious City of London law firm known for advising public and privately-owned businesses, financial institutions and wealthy individuals across a range of industries and sectors.

With over 250 years of experience, we combine cutting-edge legal advice with a responsive, partner-led service and pride ourselves on the long-term relationships we build with our clients.

We provide high-value expertise in the areas of corporate and capital markets, banking and finance, private wealth, dispute resolution and residential and commercial real estate.

The role

We are seeking a proactive and customer-focused IT Support Engineer to join our IT & Office Services Team. This role is the first point of contact for all IT-related queries across the firm, providing technical support to legal professionals and business support staff in a fast-paced professional services environment. The role will report to the Chief Operating Officer.

The successful candidate will deliver exceptional customer service while ensuring the smooth operation of desktop systems, applications, mobile devices and IT infrastructure. Experience within a legal or professional services environment is desirable but not essential.

Right to work: Applicants must have the legal right to work in the UK and be able to provide evidence of this.

Key responsibilities

- Act as the first point of contact for IT support requests via telephone, email, helpdesk and in person;
- Log, prioritise, investigate and resolve incidents and service requests within agreed service levels;
- Escalate more complex technical issues to second and third-line support where appropriate;
- Configure, deploy and support desktop and laptop computers, printers, mobile devices and peripherals;
- Lead IT inductions for new joiners and work experience students;

- Provide support for Microsoft Windows, Microsoft 365, Outlook, Teams and standard business applications;
- Assist with user account administration, password resets and access management using Active Directory and Microsoft Entra ID;
- Support document management systems, legal software applications and practice management systems;
- Set up meeting rooms, video conferencing equipment and audio-visual technology;
- Maintain accurate records within the IT service management system;
- Perform routine system checks, software installations, updates and equipment builds;
- Assist with onboarding and offboarding of employees, including hardware preparation and account provisioning;
- Maintain IT asset registers and equipment inventory;
- Work with third-party suppliers to resolve hardware and software issues;
- Follow IT security policies, data protection requirements and cybersecurity best practices;
- Contribute to IT documentation, knowledge base articles and user guides;
- Participate in IT projects, office moves and technology rollouts as required.

Person specification

- Customer-focused with a strong service ethos;
- Calm and methodical under pressure;
- Excellent attention to detail;
- Professional, reliable and trustworthy;
- Team player with a willingness to learn;
- Able to communicate effectively with users at all levels of the business;
- Flexible and willing to occasionally work outside normal business hours when required.

Essential experience and skills

- Previous experience in a first-line IT support or service desk role;
- Strong knowledge of Microsoft Windows 10/11;
- Experience supporting Microsoft 365, Outlook, Teams and Office applications;
- Basic understanding of Active Directory and user account administration;
- Knowledge of networking fundamentals including TCP/IP, DNS, DHCP and VPN;
- Experience with desktop hardware, laptops, printers and mobile devices;
- Excellent troubleshooting and problem-solving skills;
- Strong communication and customer service skills;
- Ability to prioritise workload and work under pressure;
- A professional and approachable manner.

Desirable experience and qualifications

- Experience within a law firm or professional services environment;
- Familiarity with legal applications such as iManage, Intapp, BigHand, Aderant, Elite 3E or SOS;
- Experience using ITSM platforms such as ServiceNow, HaloITSM, Jira Service Management or Freshservice;
- Knowledge of Microsoft Intune, Autopilot and Azure Virtual Desktop;
- Understanding of Cyber Essentials, ISO 27001 or ITIL practices;
- ITIL Foundation certification;

- Microsoft certifications (MS-900, MD-102 or equivalent).

Equality and diversity

Druces is committed to the principles of equality and diversity and to observing legislative requirements relating to discrimination. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Interested in joining Druces?

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