

Desktop & Applications Technical Specialist

Practice group/Global Operations team: Global Operations

Full time/Part time: Full Time

Location: Birmingham

About Eversheds Sutherland:

Eversheds Sutherland represents the combination of two firms with a shared culture and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solution for every client.

As a full service law firm, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the USA providing legal advice to clients across its company commercial, human resources, litigation and dispute management, and real estate practices.

With 69 offices across 34 countries worldwide, we have become one of the largest law firms in the world and a great place to work and develop your career.

We're a modern, progressive law firm. We think differently and we've built a culture where individual skills and personalities can shine through. At Eversheds Sutherland, we believe that innovation comes from a culture of genuine equality and diversity and we are happy to discuss any reasonable adjustments individuals may require in the recruitment process, or once in post.

In addition to the above, Eversheds Sutherland also require awareness of and full participation in the Firm's commitment to equality and diversity, the environment and health and safety.

PG/IO Team:	International Operations - IT
Position Type:	Fixed Term Contract – 12 months
Location:	Birmingham
Role Name:	Desktop & Applications Technical Specialist
Reports to:	Desktop & Applications Manager
About the Role:	<p>Eversheds Sutherland (International) are seeking an experienced Desktop & Applications specialist to join our IT Delivery & Operations Team.</p> <p>The Information Technology Department is responsible for the implementation, provision and support of all Information and Technology services within the firm. The department is a business services function that supports and contributes to the objectives of the legal practice. Members of this department are expected to fit into the firm's culture and be committed to providing a high quality of service to our customers.</p> <p>It will involve working closely with stakeholders, project managers, business analysts, suppliers, development teams and support teams to manage resources and to translate the business requirements into deliverables.</p> <p>The Desktop & Applications team provide ownership for the design, development, management, architecture, operation and full lifecycle of all Desktop Infrastructure including but not limited to SCCM, AD/GPO/GPP, Citrix, Client Desktop Engineering and configuration,</p>

	client patching and Desktop AV. In addition to this, the team provide deep-dive 3 rd line support across a number of legal specific and Office 365 suite of applications.
Key Responsibilities:	<ul style="list-style-type: none"> • 3rd line Application support on Windows 10, 0365 and Server (2008/12/16) environments • Defining and controlling Windows 10 build configuration – using GPO & scripting • Defining application packaging • Managing the release or update of applications through our third party provider using SCCM • Acting as technical resource to assist with project delivery. This will include OS lifecycle, patching and Server security updates, Palo Alto VPN, new Document Management system amongst others
Skills & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Active Directory engineering skills including OU design, Group Policy Preferences, Group Policy Objects, DHCP, DNS, WINS, Domain Controller Management and Roles Management • 0365 administrative experience and application support • Scripting expertise – predominantly PowerShell • Management of Desktop / Laptop security Tools e.g. Anti-virus, Anti-malware, heuristic AV products and also VPN technologies • Microsoft SCCM – Microsoft and & 3rd Party Patching, Windows OS Desktop / Laptop Image creation • Ability to hit the ground running and make a significant difference to the team and business which you support • Be highly effective as part of a wider team, and a real team player • An ability to identify and own technical challenges and lead efforts to overcome these • Knowledge of project delivery cycles and frameworks <p>Understanding of Quality</p> <p>Desirable:</p> <ul style="list-style-type: none"> • Professional services background • Experience of project delivery cycles and methodologies such as Agile • Experience of working within a legal organisation • Experience of working with external suppliers, including offshore development teams. <p>Technology Experience:</p> <ul style="list-style-type: none"> • Windows and Server Operating Systems management • Application packaging & virtualisation • Citrix – XEN App published Desktop & Published application • Group Policy Objects, DHCP, DNS, WINS • Strong Powershell scripting skills • Microsoft SCCM • Office 365 • SharePoint Online • Exchange Online
Personal Attributes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Strong diplomacy, influencing and persuasion skills • Confident and credible in dealing with internal and external stakeholders • Excellent written and verbal communication skills, with high attention to detail. • Pragmatic, robust and resourceful, with the ability to adapt quickly to different situations.

	<ul style="list-style-type: none">• Work on own initiative with an ability to prioritise and multi-task.• Consistently positive attitude and 'can do' approach.• Receptive to feedback, change, new initiatives and continually identifies ways to enhance the service and to develop own skills
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