

Role Description			
Practice Group	Information Technology		
Product Group	International Operations		
Sub-Team	Applications Support		
Role	Case Systems Support Analyst		
Job Family	2	Contract Type	Perm
<p><b>About Eversheds Sutherland:</b></p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>			
<p><b>Main Purpose of Role:</b></p> <p>To support, maintain and configure our Case Systems that use the Proclaim technology platform. Proclaim is a key technology for ESI allowing our legal teams to manage and process large numbers of repeat cases on a fixed fee/time costed basis.</p> <p>The ideal recruit for this role does not require previous Proclaim experience but should have a background in IT Support roles with focus on application support primarily. Full training and mentoring will be provided to give the required skills for maintaining Proclaim systems.</p> <p>In addition to maintaining the Proclaim systems the role will also be involved in support of our full portfolio of applications on Windows 10 and Windows Server 2008/12/16 environments.</p> <p>This role sits within the Application &amp; Desktop Support team who are responsible for a large number of applications including server based systems such as Proclaim down to single software installs. The role has a development focus but there will still be a need to undertake standard support activities for Proclaim and other technologies should circumstances require. There is also an expectation for members of the Applications Support Team to assist with technical queries in support of the Business which are not directly application affecting but for which a hands on analytical approach is needed.</p> <p>The role reports to the Application &amp; Desktop Manager who is responsible for ensuring Support across the ESI Estate from Service Desk through to Resolver Teams.</p>			

**Primary Responsibilities of the Role:**

- Working under the Case Systems Team Lead developing, configuring and maintaining Proclaim case management systems
- Create comprehensive support and technical documentation
- Ensure support processes are followed and service quality remains high
- Keep abreast of Technical Developments and assist in planning for the support function to continue to operate through changes.
- Work collaboratively with all technical IT teams to improve system and application support
- Work with our off-shore support team assisting in resolving incident and requests
- On a typical day, the Case Systems Support Analyst will:
  - Undertake small level change of existing solutions to correct faults
  - Work with the colleagues to ensure complex incidents or requests are resolved. Then either ensure documentation is updated to improve support in future or plan and undertake change to prevent future occurrences.
  - Participate in the resolution of general support Incidents or Requests
  - Working under instruction of the Case Systems Team Lead on project deliverables

**Capabilities, knowledge and experience requirements:**

- Experience of Legal or Financial professional services desired but not essential
- Knowledge of the Proclaim Technology desired but not essential if able to demonstrate ability to pick up new technologies
- Understanding of ITIL
- Working understanding of Agile Methodologies
- Technically Minded with the ability to undertake complex problem solving
- Good communication skills both verbal and written
- Knowledge of Windows Server and Windows 10 operating systems
- Knowledge of Microsoft Office and Office365

**Key behaviours from role expectations:**

- Enthusiastic and self-aware, adapting style to suit the situation
- Displays good standards of professional and personal conduct
- Assist in identifying issues across a range of situations and uses initiative to resolve
- Receptive to feedback, change, new initiatives and continually identifies ways to enhance the service and to develop own skills
- Demonstrates an awareness of risk issues in the context of their day-to-day activities
- Solutions Focused
- Applies logical thinking and demonstrates ability to prioritise
- Gathers and understands all relevant facts from a variety of sources before acting