

JOB DESCRIPTION

Job Title: IT Supervisor (Edinburgh)

Reporting to: IT Manager

Department: Administration



1. Job Purpose

To provide the firm with operational IT support and continued development and implementation of IT systems to enhance the Firm's business models. Specifically assisting the IT Manager with managerial duties.

Assisting the IT team in ensuring the secure and effective operation of all IT solutions across hardware and software platforms. Additionally, supporting IT Manager with the day to day operation of the IT department.

Serving as the department's most senior point of contact in BTO's Edinburgh office.

Covering the core business hours of 9-5 with the flexibility to provide cover to shift staff as required (8-5, 9-6).

2. Scope and Range

Supervisory/Management responsibilities:

Supervise the Edinburgh based IT Assistants.

3. Key Responsibilities

Project Management

- Support the IT Manager in the deployment of new systems and solutions.

Operational Support

- Support the IT department in all core/daily activities as a Senior Member of the team, additionally serving as a point of escalation for the Edinburgh IT Assistants. Daily activities include (but are not limited to) resolving helpdesk tickets, management of video conference and other audio-visual systems, managing email systems, deploying new hardware, and maintaining security solutions such as anti-virus software and the firm's door management system.
- Provide guidance and training to end users on various IT systems. Everything from Windows and Office support to more specific queries relating to our Document and Practice Management Systems.

IT Strategy Development

- To proactively consider and present strategy development proposals to the IT Manager and provide continuing support and active involvement through all stages through inception to implementation of these strategies.

Line Management

This role is situated between the IT Manager and the Edinburgh IT Assistants. As such, the IT Supervisor must assume line management duties in tandem with (though subservient to) the IT Manager. These duties include (but are not limited to):

- Supporting the development and training of the IT Team
- Coordinating out of hours cover, and shift swaps

Any other reasonable duties as requested.

4. Communications and Relationships

This role has extensive internal communication within the firm and with external suppliers and vendors. This role also acts as a point of contact offering technical advice and expertise to and in Court as required by the firm.

Acting as a face of the IT department in the Edinburgh office, this role is vital to the team's communication with the firm. Responsibility here includes communicating with the wider business about projects as well as any interruptions or changes that may affect the work load of the firm's staff.

5. Most Challenging part of Job

The post holder has a broad remit providing general IT support in addition to developing and implementing a diverse range of IT systems and processes, on time and on budget, and in line with user expectations.

The IT Supervisor (Edinburgh) must be able to remain collected and act professionally in high pressure situations.

6. Knowledge, Training and Experience Required

Essential:

- Knowledge of current IT systems and processes
- Line management experience.
- Excellent planning, organisational & evaluation skills
- Well-developed analytical and problem-solving skills
- Ability to interpret and translate complex information to meet user needs.
- Excellent communications skills

7. Job Description Agreement

Job Holder's Signature & Date:

Head of Department Signature & Date:

13/03/18