



EXCHANGE CHAMBERS

JOB VACANCY - IT SUPPORT ASSISTANT, LIVERPOOL

Exchange Chambers is one of the largest and most well-resourced Chambers in the UK. We are looking to recruit an IT Assistant in our Liverpool office.

- **Job Title: IT Support Assistant**
- **Reporting to: IT Manager**
- **Hours of work: 09:00 - 17:30**
- **Starting salary: dependent on age and experience**
- **Location: Liverpool**
- **Holiday entitlement: 20 days per year rising with years of service**
- **Benefits: Medicash scheme, Cycle to Work, Workplace Pension and Volunteering Days**

JOB DESCRIPTION

We are seeking to recruit an IT Support Assistant based in our Liverpool Chambers.

RESPONSIBILITIES

- **Helpdesk support:** Provide support to customers via phone, email, or in person
- **Troubleshooting:** Diagnose and fix issues with hardware and software
- **Installation:** Set up new computers and printers
- **Configuration:** Configure new systems or software
- **Security:** Manage user accounts and security settings
- **Documentation:** Create manuals or tutorials for users
- **Maintenance:** Regularly check equipment and update technical documentation
- **Monitoring:** Monitor system performance
- **Testing:** Test new hardware and software before installation

PERSON SPECIFICATION

- Confident, enthusiastic and hardworking individual.
- The ability to work both with a team and one-on-one, with barristers and staff
- Good communication and interpersonal skills recognising the importance of good customer service, and ability to communicate difficult concepts clearly
- Pro-active and calm approach to working in a busy, fast-paced environment.
- Willing and eager to learn with the ability to take instruction.
- Good at listening and understanding a technical issue to provide clear, feedback
- Working knowledge across multiple operating system including Windows and MacOS
- Minimum of 5 GCSEs grade C/ 4 or above including Maths and English.
- You will be expected to work at any of our three offices as necessary

To apply, please send your CV and a covering letter to Claire Salvatore salvatore@exchangechambers.co.uk

If you would prefer to apply through an alternative method (e.g. short video), please get in touch.

At Exchange Chambers we value and celebrate diversity. We would encourage applications from all minority groups and backgrounds.