

IT Support Assistant

Location: Edinburgh

Reporting to: Service Delivery Manager

Main Duties

- To provide 1st and 2nd line application, OS and hardware support for internal and remote workers.
- To resolve user issues in a timely fashion and to escalate with relevant details where appropriate.
- Contribute to the development and documentation of IT procedures and processes.
- To install, configure, test and deploy software and hardware.
- Act as a technical resource in projects as directed by manager.
- To assist in the maintenance, relocation and removal of equipment.
- To carry out any other reasonable duties as requested by manager

Candidate Experience

Essential

- Experience providing support to a multi-site organisation
- Strong technical support capability covering Windows 10, MS Office, Active Directory, MS Exchange and iOS configuration

Desirable

- Experience of iManage, Citrix, Winscribe, Workshare, Mobile Iron and Mimecast

These duties reflect the situation at December 2020 and may be subject to reasonable change at a later date.

Shepherd and Wedderburn is committed to protecting the privacy and security of your personal information that we collect as a "data controller". The information provided by you will be processed in accordance with our GDPR Privacy Notice for Applicants and Work Experience Students. If you are successful in obtaining paid employment with us, we will hold your information in accordance with our Personnel Data Retention Policy, which will be provided to you at the relevant time.



We will process the information you provide solely for the purpose of evaluating your application for employment. The information will be disclosed to the interview panel (if relevant), your line manager (if appointed), and Human Resources staff members. We may contact any references provided for the purposes of discussing your application, and will ask your permission before doing so.

If you provide any information deemed to be “special category” information under the General Data Protection Regulation, we may use this as follows:

- *We will use information about your disability status to provide appropriate adjustments to the interview process.*
- *We will use any information provided in our diversity monitoring form about your race, colour, nationality, ethnic or national origin, gender identity, gender expression, social mobility background, religious beliefs, sexual orientation, any disability information, age, and marital/civil partnership status to ensure meaningful equal opportunity monitoring and reporting. Any analysis of this data will be done on an anonymous basis.*

Should your application be unsuccessful, the information provided will be deleted within 1 year of a decision not to progress your application.

If you have any further questions about how we process and store your information, or your rights in relation to this, please refer to our GDPR Privacy Notice for Applicants and Work Experience Students (available at www.shepwedd.com/careers/working-with-us/privacy-notice)