Job Description
IT Trainer

Train new and existing members of staff on all IT systems and processes: primarily this includes legal practice software, but also covers phones and Microsoft Office (365).

The successful candidate will have a good working knowledge of Microsoft Windows and Office environments, be a quick learner and have a passion for helping others. Most importantly, a friendly approachable demeanour with good communication and people skills. They will have experience in training others in IT systems and have an appreciation that people learn in different ways.

This is a new role. You will be part of a very friendly and supportive, hardworking business support team. You will report to the IT Manager but liaise closely with many of our senior management team.

Person Specification:

- Organised and pro-active, "can-do" attitude with lots of initiative and an ability to work with people at all levels and abilities. You will be training people from our junior admin up to our equity partners
- Excellent communication skills and confidence in dealing with a range of people. Ability to explain difficult technical systems in plain English and at a level that everyone will understand
- Quick learner to understand our business and how our in-house programmes relate to the running of the business before offering training to others in the firm.
- Have an understanding of how people learn differently and is able to adapt training style accordingly
- Confidence and presentation skills for delivering training to groups as well as individuals
- Approachable and friendly.
- Patient and a good listener

Summary of Duties:
- Provide training on all in-house systems (especially our practice management system Partner 4 Windows (P4W/Tikit) and BigHand, and also Perfect Portal, Ecos, CIPHR, Microsoft office and Wiki). You are not expected to be an expert in all these systems already but do need to love learning systems and showing others how to use them properly.
- We will also be implementing the CRM module of P4W late in the year and will need to train people how to use that effectively
- In consultation with HR, devise an on-boarding training schedule for new starters and implement that training
- Work with existing users to understand gaps in knowledge and identify further training needs
- Give ad-hoc training to existing staff members when required either on a one to one or group basis
- Be the direct go-to for any technology training related issues
- Organise and host training sessions dependant on need (across our 4 offices or Zoom)
- Liaise with Management to ensure teams have the correct training
- Coordinate with the wider IT team when new systems are introduced to ensure that appropriate training is planned and delivered

Experience
- Experience of working in a Law Firm desirable
- Experience using Bighand and case management systems (Partner 4 Windows/ Tikit preferable)
- Experience using Microsoft Office tools (Word, Outlook, Powerpoint, Excel, Visio)
- Two or more years of IT training, including delivery to groups
- Team working at all levels of the business including Partner/Director level

Qualifications
- Relevant IT qualification is desirable (preferably degree level)
- Two or more years of experience in IT training

Core Competencies
The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Supportive of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies aligned to this role are;

- Communication
- Attention to detail
- Technical expertise
- Building Rapport
- Professionalism and Confidentiality
- Understanding the bigger picture
- Organising and Prioritising

This description is not intended to establish a total definition of the job, but an outline of the duties.