

## Job Description

**Position Title** IT CO-ORDINATOR

**Employer** Atkinson Crehan Law



### Relationships

Reporting to: General Manager  
Direct reports: 0  
Internal: Atkinson Crehan staff situated at all sites  
External: Clients, Contractors, Suppliers, external agencies.

**Date** May 2023

### Location

You will be based in Richmond, Nelson and Motueka – the location is dependent on the need within the Firm.

### Type of Employment

This role is a permanent full-time position [1 FTE, 37.5 hours per week], worked Monday to Friday. Some flexibility will be required around hours of work. Some out of hours work may need to be undertaken from time to time.

### Purpose

The purpose of this role is to assist the General Manager [GM] in all things IT. You will assist all staff to be connected, set up and upgrade systems, and be the first point of contact, escalating IT issues outside of your capabilities to our external providers.

### Key Accountabilities

<b>IT support</b>	<ul style="list-style-type: none"><li>• Be first point of contact for all IT issues, triage and determine urgency appropriately. This may include issues outside of normal office hours</li><li>• Provide sound IT support to all staff, problem solving issues in a timely manner</li><li>• Learn new processes, systems and software in order to effectively support the firm and it's changing needs</li><li>• Provide expert advice and guidance to staff on the use of software such as but not limited to: Adobe, Microsoft Office Suite, Land Online, LEAP, Internet Browsers, Team Viewer, Paperstream, Loom, Telepo.</li><li>• Appropriately escalate IT issues to external providers i.e., if your attempts to solve the issues has not worked [such as cyber security breach]</li><li>• Undertake upgrades as and when required as provided to us by our suppliers</li><li>• Undertake a monthly audit of work computers/laptops to ensure latest versions of software is installed to ensure optimum utilisation of the latest upgrades and security</li><li>• Efficiently fulfil IT orders with external suppliers ensuring all needs are met for staff including new starters</li><li>• Close out any exiting staff from firm systems in a timely manner and obtain forwarding details for relevant information after departure</li><li>• Consider and communicate to the GM what other services/resources would be of use to the firm in order to utilise IT in an effective and efficient way</li><li>• Take responsibility for firms IT hardware requirements incl. but not limited to laptop computers, desktops, screens, docking stations, printers, scanners</li></ul>
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	etc <ul style="list-style-type: none"> <li>Set up computer hardware for users i.e., interchanging cabling, screens, and screen arms</li> <li>Administer the firms cyber security training</li> <li>Administer firms telecommunication account including support to staff with firm phones.</li> </ul>
<b>Firm Precedents</b>	<ul style="list-style-type: none"> <li>Develop and upskill in the area of the firms precedents in the firms PMS system LEAP, this includes creating, amending and deleting relevant precedents</li> <li>Work alongside appropriate staff member in the creation of precedents and automation of such.</li> </ul>
<b>Practice Management System [PMS]</b>	Manage the administration of PMS to ensure maximum work efficiencies and minimise downtime <ul style="list-style-type: none"> <li>Set up new users in the Firms PMS and maintain licence administration</li> <li>Trouble shoot related issues by logging calls and liaising with the Help Desk; triaging initial author related issues or logging more serious issues with CCL</li> <li>Set up authors and departments with annual budgets and maintain changes throughout the year</li> <li>Assist with induction training on our PMS for new staff and for training around upgrades</li> <li>Assist authors and management with extracting reports from the Firms PMS</li> <li>Ensure quality of data in the PMS database</li> <li>Oversee templates in the Firms PMS and Office and electronic signatures.</li> </ul>
<b>Digital Marketing</b>	<ul style="list-style-type: none"> <li>Administer and keep up to date the firms website, social media and marketing initiatives [currently Facebook, LinkedIn]</li> <li>Working with the GM to design and implement an annual marketing plan</li> <li>Monitor social media platforms for comments and respond in a timely fashion (referring to appropriate author as required).</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Demonstrate ACL values in day to day interactions</li> <li>That the person carrying out this position will:             <ul style="list-style-type: none"> <li>strive to achieve excellence in all work tasks</li> <li>take a proactive approach to their work duties which includes looking for and assisting others in areas outside of their job description if necessary</li> <li>contribute to the overall firm/team philosophy, client confidentiality and behaviour expectations as outlined in the Code of Conduct</li> <li>adopt a mature, professional, supportive and courteous attitude towards interacting and assisting other staff members</li> <li>contribute actively in team meetings and provide support to the team.</li> </ul> </li> </ul>
<b>Continuous improvement / Professional Development</b>	<ul style="list-style-type: none"> <li>On-going development in terms of work practices, procedures and systems, technology and automation to enhance the client experience and make the practice as cost effective as possible</li> <li>Undertake, in consultation with the GM, a plan to develop personal professional skills</li> <li>Continue to build on own technical knowledge within the IT and social marketing area. This could include webinars or networking learning events to upskill.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Undertake any other duties as reasonably requested from time to time.</li> </ul>

### Qualifications and Experience

- The ability to use ones initiative and problem solve
- Ability to learn new computer programs and how they work

- Be a good listener, in order to understand and respond to issues and queries
- Possess a keen interest in information technology with a desire to develop IT related skills
- Previous experience in an office environment is an advantage
- NCEA level 2 (or equivalent)
- Clean class 1 drivers licence

### Skills and Knowledge

- Willingness to problem solve issues as they arise
- High attention to detail
- Clear and confident verbal and written communication
- Ability to quickly establish rapport and build excellent and positive working relationships with internal and external clients
- Excellent computer, organisation and time-management skills
- A knowledge of how Practice Management Systems work
- Ability to keep confidences

### Personal Attributes

- **Physically fit (in order to lift heavy boxes, bending under desks, reaching behind computers, holding heavy screens)**
- Ability to use ones initiative
- Proficient problem solver
- Calm under pressure
- A positive outlook and language
- Keep promises and honour commitments
- Praise publicly and challenge privately
- Treats others as they would a client
- Communicates clear expectations and follows through consistently
- Good interpersonal skills
- Seek to understand each other's concerns and needs
- A willingness to demonstrate ACL values and compliance to company policies and procedures.

### Buy in to ACL Values:

