

Job Title	IT Trainer – 12 month FTC
Located	Birmingham
Reports to	IT Director

Help shape the future of intellectual property. Marks & Clerk LLP is the leading and largest firm of Patent and Trade Mark attorneys in the UK with over 50 partners and 350 employees. Our attorneys are highly skilled in all technical fields. We have 8 offices in the UK: London, Oxford, Cambridge, Birmingham, Manchester, Edinburgh, Glasgow and Aberdeen.

Role purpose

Working as a member of a team supporting our most business-critical systems, this is an IT Training role for an experienced and polished professional with a particular focus on an iManage 10 and Windows 11 desktop upgrade project. It entails developing and implementing a training programme together with training materials for use throughout the firm's UK offices. This is a hands-on position requiring travel and in-person visits to M&C UK offices.

Principal responsibilities

1st line responsibilities:

- Design, develop and conduct a training programme for users of the firm's core business systems focusing initially on iManage and Windows 11
- Close liaison with IT staff members in Infrastructure, ServiceDesk and Applications Teams, in addition to key business Stakeholders
- Assistance with User Acceptance Testing and to IT Testing staff
- Liaison with users and technical teams to provide feedback on upgraded systems
- Training needs analysis and IT skills gap analysis
- Delivery of high-quality role specific on-line distance learning and in-person IT Training
- Organisation and promotion of training courses
- Post implementation tailored at desk support to users
- Effective support to users to navigate the learning curve
- Strong support to the IT function in managing user adoption
- Design and creation of a framework for introductory IT Training to new starters
- Regular progress reporting to IT Managers and Stakeholders
- Maintain updated training records
- Evaluation of the effectiveness of training provision

Technical knowledge, professional qualifications and experience

The successful candidate will have:

- A-Levels, degree level or equivalent and IT Training qualifications
- Minimum 5 years' experience of delivering high quality IT Training
- Previous law firm, or partnership experience
- Excellent knowledge of iManage, MS Office and Windows

- An understanding of workflow/case management systems
- Proven experience of designing and implementing training programmes
- Ability to create and develop training materials including online training interactions

In addition, the successful candidate will be able to demonstrate:

- Excellent verbal and written communication and interpersonal skills
- A professional attitude
- Excellent attention to detail and a methodical approach to work
- The ability to work effectively both independently and as part of a team
- Excellent organisation and prioritisation skills
- Pro-active ability and good use of initiative
- Flexible approach

Remuneration and benefits

- Competitive salary dependent on qualification and experience
- 26 days' annual holiday, plus statutory holidays
- Hybrid working
- Contributory pension scheme
- Life assurance
- Private medical insurance (after 12 months)
- Permanent health insurance (after 12 months)
- Reimbursement of membership fees to professional bodies required for the role