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- + Queensland Floods
 - + Centro Properties class action
 - + Great Southern class action
 - + Special Commision of Inquiry into sale of NSW Electricity Assets
 - + New Zealand Earthquakes
 - + Lehman Brothers Australia class action
 - + Hanover Group Ltd
 - + Storm Financial
 - + Trio Capital collapse
 - + RiverCity Motorway Pty Limited

The common factor?

wotton
kearney+



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IT Advisor / Helpdesk & Support

About Us:

Wotton + Kearney is a specialist law firm that advises and acts for a wide variety of interests in the insurance industry, including insurers, other risk carriers and corporate insureds.

In 2013 the firm was ranked as a Band 1 firm for insurance law in Australia in the Chambers & Partners Asia Pacific law firm directory. In 2012 the firm was a finalist for the fifth consecutive year in the Australasian Legal Business "Insurance Specialist Law Firm of the Year" award category, having won the award in 2009.

The firm's exceptional client service was also recently recognised with Wotton + Kearney being named a finalist in 3 BRW 2013 Client Choice Award categories (Best Law Firm (revenue less than \$50 million); Most Innovative Firm; and Best Client Relationship Management).

With offices in Sydney and Melbourne, Wotton + Kearney is the only Australian law firm based in more than one city practising solely in insurance law. From 1 July 2013 we will be expanding our presence with the opening of an office in Brisbane.

Opportunity:

We have a newly created position available in our Sydney office for an experienced IT Advisor to provide Helpdesk/Desktop Support.

Duties:

- + Provide 1st level /2nd level desktop/server support to all levels within the firm over the phone, remotely and on-site;
- + Log, track & resolve helpdesk requests within SLA;
- + Maintaining & ordering of new equipment;
- + Set up and preparation of boardroom communications, presentations and AV equipment;
- + Managing network user accounts including create, modify and remove user accounts in accordance with IT Department procedures;
- + Installation and testing of new applications and hardware;
- + Manage and maintain IP phone system;
- + Assisting in identifying and resolving any network technical issues including email, desktop PC's, laptops & WYSE Terminals, transcription services and servers;
- + Providing assistance to staff in the resolution of mobile and telephone faults including liaising with external technicians regarding maintenance and repair for all firm phone equipment; and
- + Troubleshooting and any miscellaneous adhoc duties required.

Skills & Expertise:

Essential to your success, you will be Microsoft Certified and have experience with Microsoft Active Directory & Microsoft Exchange 2007. You will possess a strong technical background of at least 2 years providing 1st & 2nd level support within a professional services environment.

In addition, your experience with or in the following will be highly regarded:-

- + Citrix remote desktop delivery;

- + Be familiar with an ITIL compliant service desk; and
- + Anti-virus suites.

You:

You will be degree qualified and have strong communication skills both written and verbal. You will be self-motivated, results orientated and have the ability to work well under pressure, manage and prioritise workloads.

This is an outstanding opportunity for someone who is looking to take the next step in their career and is seeking to work in a professional and collegiate environment.

If the above has your interest and wish to discuss this outstanding career opportunity, please contact Karen Pritchard, HR Advisor for a confidential discussion on +61 2 8273 9976 or alternatively email joinus@wottonkearney.com.au.

www.wottonkearney.com.au