



Role Profile: Head of IT

1. Overview

Role Title:	Head of IT
Function Area:	IT
Reports To:	Managing Director
Location:	London or Washington, DC

2. About

Three Crowns was founded by specialist international arbitration advocates in the belief that international disputes call for focused advice and advocacy. The firm engages primarily in complex, high-value disputes, and counts among its clients many industry leaders and sovereign states. The firm has grown significantly in each of its offices – London, Paris, Washington, DC and Bahrain – and now comprises 13 partners and approximately 90 employees.

The Head of IT will serve as a central point of operational excellence and provide leadership in each of the firm’s offices for the following key functions: information technology, voice and data communications, print services, budgeting, contract management, asset management and vendor management.

The Head of IT will also serve as the key stakeholder manager for vendor relationships for these areas of responsibility. He or she will work collaboratively with other Business Services leaders responsible for Finance, Human Resources, Marketing and Risk Management to ensure that best practices are identified and implemented to maximise efficiencies across all administrative departments.

3. Key Responsibilities

The duties of the Head of IT will include, but are not limited to, the following:

- Direct the firm's technology operations, including management of the firm's computer hardware and software, telecommunications, networks, audio-visual capabilities, back-up, failover and recovery. Accountable for seamless operation and prompt resolution of all technology issues.
- Develop the firm’s overarching technology strategy, define a vision and provide innovative recommendations for meeting the firm’s current and future information and technology needs to support the achievement of its client service, internal business service, professional and financial goals.
- Work with firm management to set and implement technology plans and investment.



- Establish and manage controls over firm resources. Provide oversight for capital expenditure, accounts payable, inventory and delivery. Manage and maintain vendor relationships, negotiate and monitor service contracts.
- In collaboration with the Managing Director, implement policy and procedures for equipment and resource acquisition and usage; direct the management of these assets. Oversee vendor relationships for asset and outsourced service providers.
- Develop and maintain a firm business recovery plan to ensure timely and effective restoration of IT services in the event of an incident.
- Optimise the end-user experience (e.g. functionality, reliability, remote access, usability, speed) based on all relevant information, including prioritisation of the core needs of the firm in serving its clients.
- Foster and maintain clear and effective lines of communication throughout the firm's offices; cultivate strong working relationships with partners, lawyers and other members of the leadership team.
- Work with, manage and motivate IT team members across multiple offices in different time zones.

4. Key Requirements, Skills and Abilities

Qualifications and experience:

- 10+ years' technology and management experience within a professional services firm.
- Bachelor's degree.
- Advanced degree and/or relevant credentials (preferred).
- International experience (preferred).
- Experience implementing and optimising MS Office applications, document management systems, law firm accounting and finance / practice management systems, and other computer applications commonly used in legal service firms.
- Demonstrates successive levels of managerial and independent responsibility with proven results.

Candidate competencies:

- Effective influencing skills at all levels. Comfortable "leading from behind", not needing to be the focus of attention or in the spotlight.
- Proven ability to negotiate skilfully in challenging situations with both internal and external stakeholders, quickly resolving differences and with a good sense of timing.
- A high level of integrity, leading by example, establishing credibility and trust, and following through exceptionally on commitments.
- Strong work ethic with a can-do attitude. Hands-on, highly organised and a creative thinker.



- Excellent and effective interpersonal, written and oral communication skills with the ability to adapt their communication style for different audiences.
- Engaging and creative presentation skills, particularly adept at the effective communication of complex services (e.g. using visualisation, graphics).
- Composed and considered with a flexible approach to competing demands and deadlines.
- Practised at effectively managing personal energy, wellbeing and stress levels in a dynamic and busy environment. Resilient to pressure and remains professional in all circumstances.