



Role Profile: IT Manager

1. Overview

Role Title:	IT Manager
Function Area:	Information Technology
Reports To:	Head of Information Technology
Based:	London

2. About the Firm and the IT Manager opportunity

Three Crowns LLP is an international firm with offices in London, Paris, Washington, DC, and Bahrain and a team of 13 partners and approximately 90 employees. The firm, founded in 2014 by leading international advocates, specialises in international arbitration. It is widely regarded as an industry leader, and regularly represents multinational companies in their most complex and high-value international disputes. On the strength of its reputation, the firm has grown rapidly, having most recently expanded into the Middle East.

This expansion naturally extends to the firm's IT resourcing, which is critical to the firm's growth and success. The firm is looking to hire an IT Manager, whose role will comprise a combination of substantive involvement and management of a small team across different offices. As set out in the key responsibilities section below, the ideal candidate for this role will have meaningful experience in law firm-specific software and operations, information security, vendor and consultant management, telecommunications, training of non-IT personnel, and budget processes. Consistent with the ethos of the firm, the candidate should enjoy rolling up their sleeves: this is not strictly, or even primarily, a managerial role.

The IT Manager will report to the firm's Head of IT, who is based in Washington, DC. However, as the IT Manager will be the firm's most senior IT representative physically based in Europe, where the majority of the firm's headcount is located, the IT Manager will have regular interaction with many of the firm's partners and should be comfortable in such an environment.

3. Key responsibilities

The responsibilities of the IT Manager will include, but are not limited to:

- Plan and manage technical/user support and network administration
- Help manage the firm's data centre operations, presently administered via an MSP
- Play a lead role in designing, implementing, maintaining, and updating the firm's information security systems
- Work closely with the Head of IT to provide training and written guidance, including in relation to information security and new hardware/software
- Work closely with vendors and consultants across a range of IT disciplines



- Help manage the firm's IT policies and procedures across various systems, including AV and telecommunications
- Provide firm-wide network monitoring and performance tuning recommendations for the firm's various wired and wireless networks
- Manage the firm's IT assets, consistent with best practices
- Work closely with the firm's Head of IT on budgeting, including identifying savings opportunities
- Assist in employee hiring processes and professional development
- Conduct formal and informal performance appraisals and develop short and long-term goals for IT staff
- Assess and develop IT team skills and ensure consistency in training and technical support across all offices
- Prepare operational cost estimates for current and proposed projects
- Deputise for the Head of IT as required

4. **Key requirements**

Qualifications and experience:

- 7+ years' experience in law firm IT
- BSc in computer science, information systems, or related field or equivalent experience
- Industry certifications preferred
- Comprehensive understanding of:
 - Network architecture and deployment
 - Information security
 - Vendor management
 - Asset management process
 - Active Directory
 - SCCM

Candidate competencies:

- Ability to communicate clearly and effectively, both orally and in writing
- Excellent interpersonal and teamwork skills
- Strong leadership skills and experience working in an international environment
- Clear client service ethos
- Flexible approach to problem resolution and service delivery
- Willingness to travel up to 30 days/year (post-COVID)