



**THREE CROWNS LLP**

**ROLE PROFILE: IT SYSTEMS ANALYST**

**LOCATION: PARIS**

### **Three Crowns overview**

Three Crowns was founded in 2014 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 12 partners and over 100 total employees.

The firm seeks to hire an IT Systems Analyst in the Paris office. The IT Systems Analyst will be responsible for maintaining desktop stability, working with the Help Desk to address and monitor desktop and network tickets and to maintain tracking for all laptops, printers and mobile devices.

Other responsibilities will include working on projects specific to the role. This position will also work with the IT Manager in executing all best practices for desktop management.

### **The role**

The duties of the IT Systems Analyst will include, but are not limited to:

- Monitoring tickets and Help Desk escalations.
- Installing, monitoring, and troubleshooting operating systems, software, hardware, and other computer infrastructure.
- Working to incident response and resolution targets in an Information Technology Service Management (ITSM) environment with Service Level Agreement (SLAs).
- Applying logical thinking and problem-solving skills to common end-user desktop challenges, such as software and hardware enhancements, application deployments and infrastructure upgrades.
- Providing Level-2 technical support for supported desktops, laptops, and peripherals.
- Providing remote support for all 3C offices.
- Working on-call after hours as required.



## Skills and knowledge

### Required experience and skills

- Business fluency in French and English, with experience working in an English-speaking environment.
- Bachelor's Degree in Computer Science, Information Systems, or related field, or equivalent experience.
- 2+ years' experience working with desktop management.
- 2+ years' deploying laptop builds in a professional services environment.
- Full understanding of all aspects of Windows Desktop Operating System.
- Ability to administer mobile devices.
- Ability to communicate clearly and effectively, both orally and in writing.
- Strong organizational skills and attention to detail.
- Good team working and interpersonal skills.

### Preferred Experience:

- Law firm experience preferred.
- ITIL qualifications and principles.
- Knowledge of Two Factor authentication products (DUO).
- Knowledge of Druva backups for laptops.
- Exposure to iManage and Aderant or similar DMS and PMS systems.
- Experience working with Teams Collaboration and Teams Telephony, Office 365e3 and Windows 10.