



THREE CROWNS LLP

ROLE PROFILE: IT SYSTEMS ANALYST

LOCATION: SINGAPORE

Three Crowns overview

Three Crowns LLP is a law firm that 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 Singapore – and now comprises over 125 people, including 16 partners. Across jurisdictions, it is regarded as a market leader.

The firm seeks to hire an IT Systems Analyst in the Singapore office.

The role

The IT Systems Analyst will have firm-wide responsibility for maintaining desktop stability; working with the Help Desk to address desktop and network tickets; and collaborating with Three Crowns' Infrastructure as a Service (IaaS) provider to monitor applications, alerts and ensure all desktop applications are updated regularly.

Other responsibilities will include monitoring the Help Desk, new hire and all firm-wide training and managing projects specific to the role. This position will also work with the IT Manager in executing all best practices for desktop management. The IT System Analyst may participate in development of information technology and infrastructure projects using the Autopilot solution.

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 with the IT Manager to develop training, quick reference cards/guides and LMS (Learning Management System) content.
- Creating a knowledge base within ServiceNow and developing best practices for entering KB articles.
- Acting as the point of escalation for Application Support.

- Monitoring and ensuring all end points are updated and all security applications are up to date and monitored.
- Collaborating with third-party support and service vendors to ensure that the applications stay operational.
- Providing Level-2 technical support for supported desktops, laptops, and peripherals.
- Actively participating in design and implementation of the desktop image.
- Assisting in executing the OS and software patch management solution (Automox).
- Creating scripting solutions within PowerShell, VBS, etc.
- Working on-call after hours as required.

Skills and knowledge

Required experience and skills:

- Business fluency in English, with experience working in an English-speaking environment.
- Bachelor's Degree in Computer Science, Information Systems, or related field, or equivalent experience.
- 5+ years' experience in working with desktop management.
- 3+ years' managing laptop builds in a law firm environment.
- 3+ years' experience designing, implementing, and maintaining a desktop environment in a large enterprise environment.
- Comprehensive experience with
 - Windows Desktop Operating System.
 - Active Directory and Azure Active Directory Management.
 - Scripting languages - Powershell preferred.
 - SCCM and AutoPilot including Desktop Deployment Methodologies.
- Ability to manage and administer Intune.
- Ability to communicate clearly and effectively, both orally and in writing.
- Strong organisational skills and attention to detail.
- Good team working and interpersonal skills.

Preferred experience and skills:

- Law firm experience.
- Exposure to
 - ISO 27001 environments and processes.
 - Two Factor Authentication products (eg DUO).
 - Druva backups
 - iManage or similar DMS
 - Aderant or similar PMS
 - Collaboration and Teams Telephony, Office 365e3, and Windows 10
- ITIL qualifications and principles.
- Relevant Microsoft certification(s).