



THREE CROWNS LLP

ROLE PROFILE: IT SYSTEMS ENGINEER

LOCATION: LONDON or WASHINGTON DC

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, Madrid, Washington DC, and Singapore – and now comprises over 150 people, including 18 partners. Across jurisdictions, it is regarded as a market leader.

The IT Systems Engineer reports to the firm's Director of IT, who is based in London. The IT Systems Engineer has regular interaction with many of the firm's partners and should be comfortable in such an environment.

The role

The responsibilities of the IT Systems Engineer include, but are not limited to:

- Oversight of the IT infrastructure inc. operating systems, software & hardware.
- Help manage the firm's Azure platform, presently administered via an MSP.
- Oversee management of MSP that administers firewalls, routing and switching to maximize network efficiency and security.
- Support the design, implementation, maintenance, and updating of the firm's information security systems.
- Experience in the implementation of advanced functions of Microsoft 365 Security and Compliance centre, Microsoft Intune, Conditional Access
- Manage firmwide projects and work with MSP and third-party vendors to deliver successful platform and application enhancements.
- Arranging scheduled upgrades.
- Providing 2nd/3rd line technical support for supported desktops, laptops, and peripherals.
- Managing and executing the OS and software patch management solution (Automox and Autopilot).
- Strong knowledge of Microsoft 365, Entra AD, and Azure administration, application creation and management.
- Work closely with the Director of IT and Senior IT Manager 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.
- Oversee procurement of network equipment, manage network installation and identify ways of maximising network performance.
- Manage the firm's IT assets, consistent with best practices.
- Design solutions in line with ISO27001 and Cyber Essentials Plus requirements.
- Proficiency in working with Secure Web Gateways, EDR, XDR, SIEM, Secure Web Gateway.
- Prepare operational cost estimates for current and proposed projects.
- Ability to work on call after hours as required.

Skills and knowledge

Competitive candidates will possess the following:

- 3+ years' experience in law firm IT.
- Industry certifications preferred.
- M365 Associate + M365 Expert level accreditations would be beneficial.
- Comprehensive understanding of:
 - Network architecture and deployment
 - Information security
 - Vendor management
 - Asset management process
 - Active Directory
 - Azure
 - Entra AD
 - Identity management services (Federation and IAM Azure).
 - Intune
 - SharePoint
 - Autopilot
 - Microsoft 365 E3 – P2 Licenses and Features
 - MDR, EDR, SEIM
 - SWG, CASB, SEG
- ITIL qualifications and principles
- Ability to communicate clearly and effectively, both orally and in writing.
- Excellent interpersonal and teamwork skills.
- Clear client service ethos.
- Flexible approach to problem resolution and service delivery.