

ROLE DESCRIPTION

The IT Department

Flaggate is a leading UK-based law firm focused across the Corporate, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £88m with over 400 people, all operating from a single office based in Covent Garden, London.

The firm has embarked on an exciting and ambitious three-year growth strategy, with technology playing a fundamental role in achieving our goals.

We are seeking an experienced End User Computing (EUC) Engineer to join our London-based IT team. The role is critical to ensuring a high-quality, reliable, and secure technology experience for lawyers and business services staff across the firm. You will be responsible for the design, deployment, support, and continuous optimisation of end user computing services in a demanding, client-focused legal environment.

This role requires strong technical expertise, excellent customer service skills, and the ability to operate effectively in a fast-paced professional services setting.

Responsibilities

- Design, build, deploy, and maintain end user devices including desktops, laptops, mobile devices, and peripherals
- Provide 3rd line support for end user computing issues, ensuring timely resolution and minimal disruption to fee earners and staff
- Manage and support relevant Microsoft 365 services such as OneDrive and related security features
- Administer and optimise endpoint management solutions (e.g. Intune, SCCM, Autopilot or non-Microsoft alternatives)
- Maintain and improve standard operating environments (SOE), images, and device configurations
- Ensure endpoints comply with firm security policies, regulatory requirements, and industry best practices
- Package, test, and deploy client-side applications using standard application packaging and deployment tools
- Maintain and update AVD Windows images
- Manage application updates and version control to ensure stability and compatibility across the firm
- Perform end user performance monitoring, troubleshooting, and optimisation using Digital Employee Experience (DEX) tools such as Nexthink

- Proactively identify and remediate performance issues affecting user productivity and system reliability
- Develop, maintain, and enhance PowerShell scripts to automate EUC processes, deployments, and support tasks
- Work closely with the applications teams on technology rollouts, upgrades, and firm-wide change initiatives
- Produce and maintain technical documentation, procedures, and knowledge base articles

Technical Skills & Experience

Essential:

- Proven experience in a similar role within a professional services environment
- Strong knowledge of Windows 11 and Microsoft 365
- Experience with endpoint management and Digital Employee Experience tools such as Intune, SCCM, Nexthink or equivalent
- Experience with deploying computers with Intune Autopilot
- Solid understanding of Active Directory, Group Policy, and Azure AD
- Experience with client-side application packaging and deployment
- Strong troubleshooting skills with a focus on endpoint performance and user experience
- Experience with mobile device management for iOS
- Hands-on experience creating and maintaining PowerShell scripts for automation and support
- Strong troubleshooting skills across hardware, software, and user-facing applications
- Excellent communication skills with the ability to support senior stakeholders professionally
- Experience and good understanding of the typical legal applications installed on end devices and document management systems (e.g. iManage)
- Ability to analyse endpoint telemetry data to drive proactive improvements

Desirable:

- Experience with Dell & Lenovo laptops – Driver / BSOD
- Experience with Azure Virtual Desktop and maintaining build images

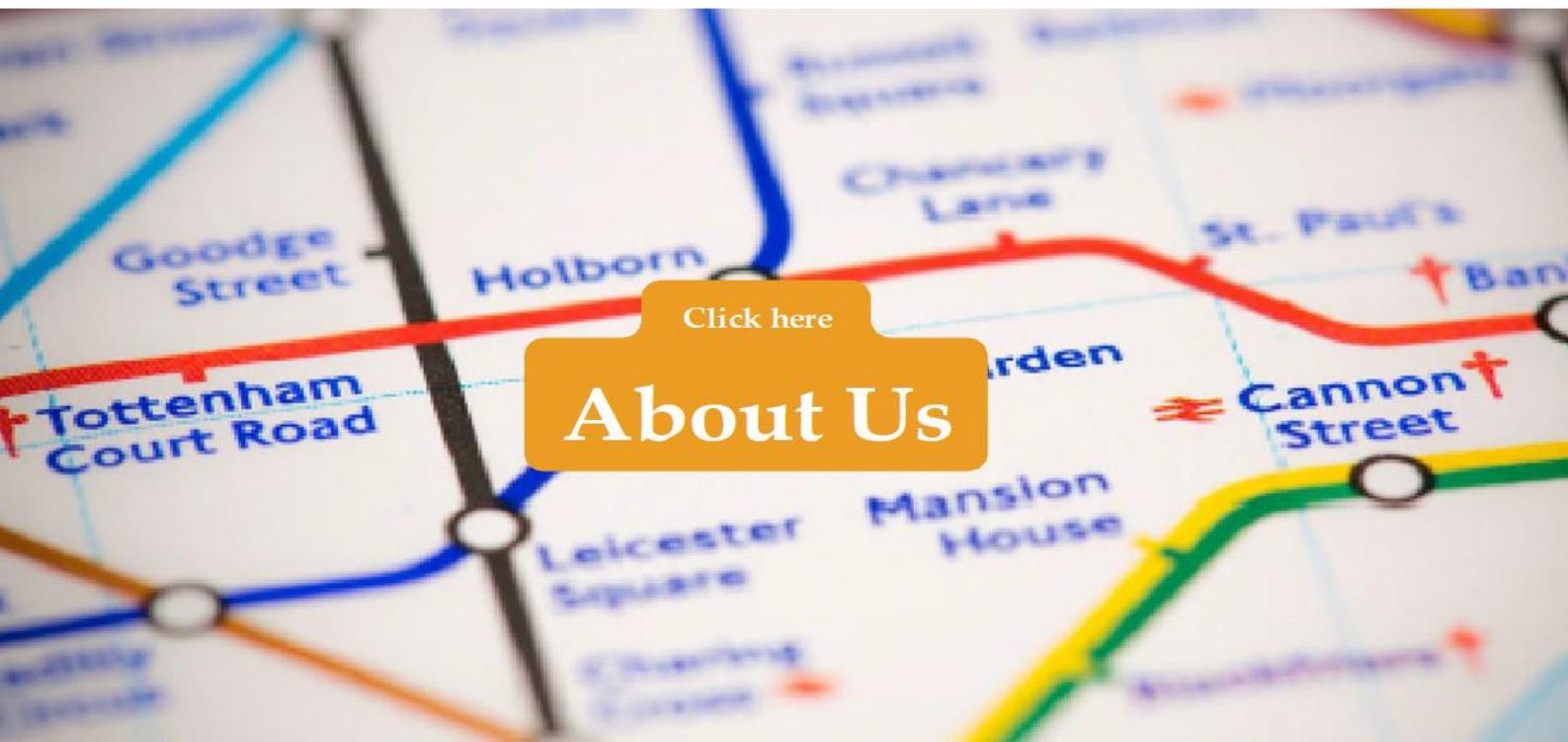
PERSON SPECIFICATION

- Client-service mindset with a strong focus on user experience
- Excellent communication and relationship management skills with the ability to communicate effectively at all levels, including across departments, with clients, and external suppliers.
- Strong analytical skills with experience interpreting business objectives and helping create clear IT

requirements.

- Structured organisation and project management skills with the ability to manage complex workloads and projects while understanding the business's priorities and managing your own time.
- Engaging with diversity of thought, recognising contributions and concerns from members of the team and stakeholder across the firm.
- Flexible working approach, being open and responsive to changing circumstances.
- Actively contributes to the team and strives to improve the team's effectiveness through personal Commitment.
- To continually maintain and expand a strong working knowledge of currently used and future Technologies.

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.



BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

AFTER 2
MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

AFTER 3
MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

AFTER 6
MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies* cover:

Maternity – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility*. If eligible, EMP provides 100% of your salary in weeks 1-20 and 50% of your salary in weeks 21-32. Weeks 33-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing and notice of resignation*.

Paternity – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks*.

Shared Parental Leave – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child*.

Adoption and Surrogacy*

Ordinary Parental Leave – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children*.

* Full details can be found in our staff handbook, which will be provided upon offer of employment.





Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding
I&D Partner Lead

[Click here](#)

I&D at Flaggate

WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.

- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



PHYSICAL HEALTH



MENTAL HEALTH



FINANCIAL HEALTH



SOCIAL & CSR