



Head of Technology

Practice Area	Operations
Line Manager	Managing Partner
Hours	36
Location	Hertford – Office Based

About Longmores

Longmores is a progressive firm of specialist solicitors renowned for its professional yet personal service that has been advising businesses and individuals in Hertfordshire and across the country since 1819. All our lawyers are specialists in their respective areas of law acting for a wide range of commercial, private and public sector clients.

We are ranked in The Legal 500, a leading legal directory, and hold many accreditations including Lexcel, Customer Service Excellence, Cyber Essentials+ and ISO9001. Collaboration is at the heart of everything we do. You will find us structured but not hierarchical with a friendly and supportive environment. Our aim is to recruit progressive, forward-thinking individuals who wish to be part of our growth and who share our core values:

- Open and honest
- Working together
- Valuing people
- Taking pride in what we do

Find out more about the firm at www.longmores.law

About the Operations team

The Operations team provides central support to the firm. The Operations team oversees everything non-legal, including human resources, marketing, business development, compliance, premises, information technology and accounts.

About the role

The Head of Technology will be responsible for providing strategic direction for the choices and use of technology within the business. The Head of Technology will ensure that internal client service levels are set and achieved, and IT services and application perform to the highest standards. They will manage the IT Strategy and Plan, budget and expenditure, maintain supplier relationships and ensure that supplier service levels are met.

The Head of Technology will set the tone for IT Service provision and deliver a consistent message to all staff within the business through appropriate communication at all levels and will maintain documentation and policies. The above to be undertaken for the benefit of the firm, its staff and (where relevant) its clients and while maintaining the firm's core principles and in a manner aligned with the firm's strategy and / or stated objectives.

The Head of Technology will ensure the delivery of "Business as Usual" IT services whilst continuing to consider and deliver new solutions in line with the IT Strategy, either internally or by engaging third parties.

Principal Duties and Responsibilities

Knowledge and Awareness

- To be familiar with (i) the firm's personnel, management and departmental structure, committees, policies and procedures and areas of work, and (ii) the firm's IT environment, applications and Azure environments (including their purpose and organisation).
- To develop and deliver the IT Strategy, knowledge of the business and its requirements and expectations, along with awareness of the legal IT market, the products, suppliers and any innovation.
- Upon request to contribute to and / or write firm policies relevant to IT or cyber security.
- To be familiar with the IT Outsource Partner's process by which new applications, updates or fixes are made available in the production environment.
- To monitor and manage the terms of the firm's contracts with its various IT suppliers and to ensure that ahead of contract expiry any relevant internal discussions are commenced a period in advance proportionate to the importance / pervasiveness of the application concerned.

Management of Support

- To work with the internal super user group to provide a high-level of first line support to the staff for Liberate and such other applications as do not fall within the remit of the firm's IT Outsource Partner, ensuring that development activity is monitored and reported to the Managing Partner.
- To devise a strategy and structure for the delivery of high quality "desk side" IT support complimentary to the support that is provided by the IT Outsource Partner's onsite engineers.
- To maintain records in respect of support calls – both internal (dealt with internally) and external (dealt with by the IT supplier) – which supports the ability to identify patterns, trends and training requirements and which facilitate a proactive approach to identifying (and resolving) problem areas. The focus will be on ensuring that staff receive quick and appropriate resolutions.
- To set parameters for and oversee escalation of external support issues and drive the resolution process.
- To investigate instances of IT service disruption and to report to the Managing Partner the cause and the steps required to resolve the issue and any further steps needed to avoid repetition. To update the Managing Partner with a frequency appropriate to the severity of the issue on progress through the identified steps.

- Monitor the Adds/Moves/Changes processes to ensure a good experience, particularly for new starters.
- Ensure that documentation for all systems is maintained so that the impact of downtime can be correctly assessed.

Strategy and Leadership

- Develop and implement IT strategies that align with the firm's goals, ensuring technology supports business growth and operational efficiency.
- Understand the current and future needs of the firm and produce a business plan to fully encompass the use of technology throughout the firm.
- Lead, mentor, and manage the super user team, fostering a positive and productive work environment.
- Oversee the design, implementation, and maintenance of the firm's IT infrastructure, including networks, servers, and systems.
- Develop and maintain disaster recovery and business continuity plans to ensure minimal disruption to operations in case of emergencies.
- Evaluate and recommend new technologies that can enhance operational efficiency and support business growth and development.
- Establish and maintain IT policies related to data privacy, user access, asset management, and other areas.
- Provide regular analytics and reports to the partnership.

Management of Technology Suppliers

- To work with all suppliers to ensure that they meet their contractual obligations, SLAs, professional obligations and to ensure we are achieving value from the relationship.
- To liaise with technology suppliers in so far as doing so does not fall within the remit of the firm's IT Outsource Partner with regard to application updates and fixes.
- To ensure that the escalation and communication processes are working efficiently.
- To actively monitor and investigate all updates and / or additional functionality released by the firm's IT suppliers, investigate any changes that might be identified as beneficial, and make relevant recommendations to the Managing Partner.
- To undertake supplier reviews upon such frequency as is appropriate to the supplier's importance to the business.
- To identify and select new suppliers, where required, and manage the onboarding/offboarding processes.

Application Enhancement and Development

- To ensure that all applications are configured, developed and enhanced such that they can be efficiently and effectively used by the staff, they ensure compliance with any relevant firm policies, that the return on investment is maximised, and they facilitate the provision of a professional service to the firm's clients.
- To identify and select new products, where required, and manage the implementation process, ensuring the best outcomes in terms of adoption and efficiency.
- Review, maintain and update the technology element of the staff handbook and office manual in accordance with the ISO9001 internal audit plan.
- Assist with compliance and regulatory obligations.

Cybersecurity

- To identify opportunities, proportionate and appropriate to the firm's size and areas of work to improve the firm's cyber security and to limit the use of shadow IT.
- To manage Cyber Security measures (including Pen Testing, Cyber Security training, Cyber Insurance, Cyber accreditations, the firm's Cyber playbooks (e.g. for a Ransomware attack) endpoint protection and the firm's IT policies and procedures (e.g. Password Policy and Disaster Recovery plan).

Projects

- To collaborate with the firm's IT Outsource Partner, external suppliers (if any) and internal stakeholders with regard to the assessment and delivery of approved IT projects and to manage those projects to successful conclusion with any agreed timescales.

Communication

- To communicate or oversee the communication of IT changes, additions or improvements to staff with the dual purpose of ensuring that staff are aware of the firm's technology journey and to ensure that staff are able to effectively utilise the IT made available to them.
- To provide monthly reports to the Managing Partner with updates on appropriate technology matters, including project updates, IT budget updates and cybersecurity.

IT Budget and Invoices

- To compile when requested and submit to the Managing Partner the firm's IT Budget for the forthcoming year. To consider and verify the legitimacy of the various IT Invoices received by the firm during the course of the year and confirm their approval (or otherwise) to the firm's Accounts team. To highlight to the Managing Partner and Finance Partner additional or increased expenditure not with the relevant annual budget and set out the reasons for its approval or rejection.

About the Person

Essential Skills

- Educated to relevant degree standard
- Minimum 5 years' experience of delivering IT leadership to Law-Firms or other professional services, at a high level (IT Manager or above), supported by previous experience to a high technical level
- Experience of managing teams
- Experience of managing budgets and expenditure
- Thorough understanding of a service environment with a strong customer service orientation.
- A client facing and professional approach to their work
- Good interpersonal skills
- Ability to work unsupervised to a high standard and take a proactive approach
- Ability to work well with all stakeholders, internal and external, to ensure that all parties are engaged in projects
- Experience of managing third parties to deliver technology solutions within scope and budget and on time
- Demonstrable project management, including complex multi-strand projects

- Experience of working within a busy and demanding environment
- Excellent written and oral communication skills
- Excellent organisational skills
- Excellent administration skills
- Excellent task management skills
- Attention to detail is essential

Essential Technical Skills

- Hand-on experience of industry standards (ITIL, Cyber Essentials)
- Experience in dealing with major issues, ensuring focused prioritisation, communication and supporting technical teams with problem solving
- Experience in troubleshooting Microsoft Windows and Microsoft Office applications along with peripherals and providing guidance to technical teams
- Experience in Microsoft 365 applications, configuration and administration and ensuring the firm receives the expected benefits
- Understanding of standard Legal Apps such as:
 - Liberate (or other similar Practice Management Systems)
 - Mimecast
 - Oyez Forms
- Ideally knowledge of case management development (to assess quality and in order to develop project plans):-
 - Development of Workflows
 - Development of Screens
 - Creation of data items / fields
 - Setting up document templates
- Excellent Analytical Skills
 - High competence in problem solving
 - Ability to define new business processes
 - Ability to analyse and enhance existing processes
- Excellent Microsoft Word skills (including Macro's & merge fields).
- Excellent Microsoft Excel skills (including data analysis and manipulation)
- Good data presentation / interpretation and analytical skills.

Desirable Skills

- Previous experience of working for a law firm or in the legal sector
- Good interpersonal skills.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment

General requirements

- To work within the Operations Team and within the firm as a whole wherever your assistance may be required
- Some manual work is required for this role, but full manual handling training will be provided
- To perform any duty or responsibility not specifically referred to above, which may be reasonably requested by the Managing Partner
- To maintain a high level of confidentiality

- To deal with colleagues, clients and other external contacts in a friendly, courteous and efficient manner
- To observe the firm's policies, rules and procedures
- To act in the best interests of the firm at all times

This job description is not intended to be exhaustive and detailed statement of the duties and responsibilities of the post. It will be reviewed after discussion between the employee and his/her line manager on an annual basis during appraisal and at other times should the need arise.

How to apply

Please email Rebecca Bushell, Practice Manager, at rebecca.bushell@longmores.law with your CV and a covering message explaining your interest in the role.