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| **Job Title:** | IT Trainer  |
| **Reports to:** | IT Training Team Leader  |
| **Department:** | IT |

**Who We Are**

A career at Clarke Willmott will feel different to other law firms. We thrive on our individual differences because as a team, we are united by our shared values and mutual respect. Working with us you will feel empowered, valued and free to be yourself in a safe and supportive environment.

Our mission is to help you realise your full potential by giving you every opportunity to bring your unique talents and creativity to the table.

**Our Culture**

At Clarke Willmott people are our most important asset and an integral part of everything we do. We're committed to building a supportive culture for colleagues who want to enjoy their work, fulfil their career potential, and excel at what they do.

**Our purpose**

Expertly resolving our clients’ legal issues with humanity

**Our mission**

Sustainable growth that delivers excellent outcomes for our clients, people, communities and the environment.

**Job Purpose**

As the IT Trainer, you will be responsible for delivering IT training services. You will work closely within the IT teams and with stakeholders to identify opportunities for training.

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| **Responsibilities:**The responsibilities are wide ranging and include the following:* Delivering IT induction training to new starters
* Planning and co-ordinating training programmes
* Producing IT training materials, videos and courses on both in house and purchased legal software using tools such as, Microsoft Sway, SnagIt, Camtasia, Captivate and Articulate storyline 360
* Developing and maintaining the firm’s learning areas and LMS
* Overseeing and managing the Team mailbox while promptly addressing incoming queries..
* Creating a consistent look and feel to all of the firm’s IT Training materials
* Ensuring that the firm’s IT training materials are kept up to date and reviewed on a regular basis
* Providing additional training to support new projects and staff development programmes
* Collating feedback in order to constantly improve our training service and maintain training materials.
* Participating in new and ongoing IT projects to help ensure that the firm makes best use of its investment in IT
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| **Competency** |  |
| Technical/Knowledge | * An IT Trainer should have a strong background in hands-on support or training with a variety of technologies, especially Microsoft Productivity Apps, Microsoft 365, and ideally knowledge of common legal apps.
* Advanced knowledge of Microsoft Office applications (Word, PowerPoint and Excel).
* Able to pick up new software and technologies easily.
* A successful IT Trainer should have a track record of providing an excellent training service to a diverse set of service users.
* Strong communication and collaboration skills are essential for an IT Trainer to interact with cross-functional teams, stakeholders, and senior management effectively.
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| Behavioural | * Commercially minded, curious, business oriented and original
* Seeks to continuously improve the way we work, interest and deliver service
* Open-minded, encourages innovation and is open to feedback and improvements
* Self-motivated, being able to work autonomously to meet deadlines
* Demonstrates trust and respect in all interactions, recognising and reinforcing positive behaviours while addressing areas of improvement.
* Actively embraces and promotes opportunities for personal and professional growth, both for oneself and others, with a commitment to making a positive impact on our communities.
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| Qualifications/Experience | * Proven experience in an IT Training background, preferably in a law firm or legal environment.
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Last updated: April 2025