

## Legal IT Support Specialist IT 支持-法律行业

**Location:** Guangzhou

**Sector:** Lawyer & Legal Services / Consulting

**Starting date:** ASAP

**Contract:** 8-month

**Job Reference:** CDS2025055

### ABOUT THE COMPANY

Our client is an international law firm with a global footprint, renowned for providing top-tier legal services.

### MISSION

They are searching for a **Legal IT Support Specialist** to deliver efficient technical assistance and ensure seamless IT operations. You will be pivotal in maintaining hardware/software systems, providing user support, and upholding cybersecurity protocols in a fast-paced legal environment.

### RESPONSIBILITIES

#### Technical Support & Systems Maintenance

Hardware & Software management

- Take charge of troubleshooting, debugging, and setting up devices including IP phones, scanners, printers, laptops, and desktop computers.
- Manage systems: Resolve software compatibility issues, and carry out configuration and installation of Office apps (such as Excel, Word, Outlook, etc.) as well as Windows/macOS operating systems.
- Assist users in safeguarding their data through backup and recovery procedures, and facilitate the transfer of data when employees switch to new devices.

User Support & Service

- Provide technical support to users through multiple channels, including instant messaging platforms (e.g., Teams), emails, phone calls, remote tools, and in-person help.
- Onboard new hires: Conduct IT orientation and training, set up their accounts, and deploy necessary equipment.
- Provide employees with guidance on IT systems, when new software or processes are rolled out.

#### Network Security & Service Operations

- Ensure the office network runs smoothly and stably by managing devices such as switches and firewalls, and handling network connectivity issues.
- Enforce the law firm's information security protocols like monitor access controls and audit unauthorized software.

#### Documentation & Process

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- Track incidents via ITSM tools (e.g., ServiceNow), ensuring end-to-end ticket resolution.
- Develop technical documentation, such as solutions to frequently encountered problems, and work to improve support workflows for greater efficiency.

#### Collaboration & Innovation

- Partner with global IT teams to maintain infrastructure (servers/storage) and test new systems.
- Support cross-border coordination efforts, which may involve managing time zone differences and assigning local tickets to technicians.
- Automate routine tasks (e.g., device provisioning) using PowerShell/Python scripts.
- Support legal-specific applications (iManage, Intapp) as a secondary escalation point.

#### **REQUIREMENTS**

- 1-3 Experience in multinational IT environments with 1-3 years of hands-on practice.
- Proficiency in English with excellent communication skills.
- Familiarity with cloud-based remote work tools with demonstrated operational competency.
- Expertise in urgent issue resolution with patience and legal-sector response protocols.
- Adaptability to fast-paced environments with multitasking agility and rapid technology assimilation.

#### **APPLICATION**

Please send your resume and your motivation letter to:

[sc-recruitment@ccifc.org](mailto:sc-recruitment@ccifc.org)

**Mail subject:** Your name | Job title - location [Job reference]

Ex. Your name | Legal IT Support Specialist – Guangzhou [CDS2025055]

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