

# Position Description

KING & WOOD  
MALLESONS  
金杜律师事务所

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**Position Title: Technical Specialist – Microsoft Office**

**Supervisor: End User Services Manager**

**Shared Services Team: Technology**

**Centre: Sydney**

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Date Created / Last Edited: May 2019

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King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

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## Position Summary

As the Technical Specialist – Microsoft Office, working in the Technology End User Services team, you will be the technical owner of the Microsoft Office environment within the firm.

You will have a deep technical understanding of the Microsoft Office application suite to allow you to provide strategic advice, assistance and troubleshooting for the firm's Office environment. You will be responsible for administering the environment to ensure a great experience is delivered to all end users.

This role is focused on the Microsoft Office component of our operating environment, particularly with Office 365 Pro Plus. Your experience will include deployment, maintenance and troubleshooting on both desktop and Citrix server environments. This will include ensuring that the customisations, add-ins, templates and macros used throughout the firm run smoothly with an emphasis on application functionality and stability.

You will also be responsible for the support, planning, integration and management of the individual Microsoft Office applications that run on the firm's Managed Operating Environment (MOE).

You are expected to have an innovative approach and seek out new ways to improve our systems and to keep our applications up to date. Consideration of stability, manageability and security will be required when selecting and implementing new systems. You will also need to be able to effectively prioritise and manage your time to complete both operational and project based tasks. This will include reporting progress in weekly team meetings.

You collaborate effectively with management, key stakeholders and vendor suppliers, in order to play a lead role in evolving the firm's desktop and end user computing platforms to deliver an exceptional end user experience.

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## Your key responsibilities

- Assessing, selecting and implementing appropriate tools that improve the Microsoft Office experience
- Management of the firm's Microsoft Office macro and template environment, including maintaining, supporting and updating where necessary
- Design, development and testing of technical processes and solutions
- Providing input into the strategy of any Microsoft Office 365 Pro Plus deployments and implementations, including tools and add ins.
- Translating business requirements for document lifecycle (creation, automation) platforms into technical documents to assist with the identification of appropriate software and solutions
- Demonstrated experience in the production of technical documentation
- Builds and sustains positive relationship with team members, stakeholders and clients and is responsive to changes in client and stakeholder needs and expectations.
- Troubleshooting escalated issues, managing 'client' expectations during such incidents and devising 'work-arounds' until a root cause is identified, and a permanent solution implemented.
- Ability to identify when vendor escalation is required, you must be able to manage a case with a vendor and escalate effectively to reach a resolution quickly.
- An in depth understanding of the overall King & Wood Mallesons MOE and how Microsoft Office is integrated.
- Mentoring and transfer of knowledge to other team members and support staff where appropriate.
- The ability to be a key stakeholder in projects and provide input and project management as required.
- Strict adherence to ITIL V3 processes such as incident, change and problem management

## Your Key Relationships

- End User Services team
  - Head of Technology Solutions & Service Delivery
  - Technology Managers and broader Technology teams
  - Shared Services
  - Legal teams
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## Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

- **Technical excellence**
  - application of technical knowledge appropriate to the client's commercial objectives

- development of technical expertise
- **Client engagement**
  - consistently delivering superior client service
  - becoming a trusted advisor through deep understanding of the client
- **Operational excellence**
  - commitment to continuous improvement through innovation
  - effective workload and project management
  - applying business acumen in delivery of service to clients
- **People engagement**
  - respectful and supportive interactions that lead to firm high performance.

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## Skills and Attributes

- Tertiary qualification in technology or related discipline
- Strong Microsoft Office technical understanding
- Proven experience with managing template and macro environments
- .NET / VBA development skills would be advantageous
- Exposure to Microsoft Azure and Office 365 environments would be advantageous
- Proven ability to provide innovative and seamless desktop and client centred solutions in modern environments
- Strong ability to troubleshoot complex problems
- Experience with document creation / automation technologies would be advantageous
- Customer focused mindset and proactive approach to delivering solutions
- Strong ability to build relationships with internal clients and Technology staff at all levels
- Strong ability to manage and deliver work within timeframes
- Self-motivated with the ability to prioritise, meet deadlines, and manage changing priorities
- Proven ability to be flexible and work hard, both independently and in a team environment
- Willingness to work occasionally outside of normal business hours
- Proactive and flexible approach to tasks and assigned work
- ITILv3 certified

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## Our Vision & Values

### Our global vision .....

'To create a unified top tier global law firm headquartered in Asia'.

Across our global firm we have **values** that guide us and that we aspire to live up to .....

Client centric

Dynamic and entrepreneurial

One team. One firm

Excellence and innovation

Stewardship

Global perspective

.....these are the same whichever part of the firm you work in, in all countries.

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*As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/ manager as part of KWM's performance evaluation, development and progression processes.*