

Job Title: Managed Services Consultant

Who we are and what we offer you

Pinnacle is a trusted guide and expert partner of the world's leading law firms. We help our clients get the most from their critical business applications and the data these applications hold. We also have long-standing partnerships with Thomson Reuters Elite, Intapp and iManage. We collaborate with them to develop products and implement systems that give our clients the maximum value, opportunity, and advantage. Our sole focus is on the legal sector and the specific technologies that law firms depend on. We also provide Managed Services that enable our clients to continue to maximise the value in their business systems and data.

As a leading global consultancy, we deliver projects and services to the top 100 law firms both in the UK and internationally. We have operations in the UK, US, and Europe. We are experiencing rapid growth so are looking for new talent in several areas of our business.

This is an ideal second job if you are keen to develop your skills and progress in your career. Enthusiasm, interest, and drive are as important to us as any relevant experience you have. We'll give you full training and the opportunity to work in a stimulating and supportive working environment.

Your role

As our Managed Services Consultant working in our Managed Services Team, you'll help colleagues and clients configure Intapp Intake & Conflicts software particularly looking at improving the NBI process and enhancing user experience. You'll also have to help clients with production issues be they data or process related. You'll be responsible for managing your own time and workload, liaising with US clients and UK service management. You'll assist client support teams in both UK and international law firms.

Your key responsibilities will be to:

- ▲ Support and Extend NBI applications to enhance capability
- ▲ Support and enhance integrations with third party applications
- ▲ Reconcile data across various systems
- ▲ Install and configure software
- ▲ Gain subject matter expertise in the systems we work with

You will deliver services for clients remotely from home or Pinnacle offices.

Is this you?

Rather than a definite Pinnacle 'type', we're looking for someone who is a winning blend of all the talents. So we're never overly prescriptive in what we ask for.

Therefore, we would prefer candidates to have the following skills:

- ▲ Technical degree, ideally in computing or maths
- ▲ Programming experience to include the use of SQL
- ▲ Experience of using the Intapp Open NBI and Integrate product set

Any of the following would also be an advantage:

- ▲ Good all-round IT knowledge
- ▲ Understanding of software development
- ▲ Knowledge of the legal industry
- ▲ Excellent interpersonal skills with the ability to develop solid working relationships with colleagues and clients.
- ▲ Self-motivation and learning drive.
- ▲ Ability to communicate effectively, verbally and in writing, with technical, business and management staff.
- ▲ Ability to manage multiple deliverables in a fast-paced environment within a framework of constantly shifting priorities.
- ▲ Flexibility to adapt to change and to learn and develop new skillsets as required.

What we offer

We offer career opportunities and attractive packages (competitive salaries, benefits, incentives, and a profit share scheme).

Flexible working either from home or from the office (this can be discussed during the interview process)

Excellent training and support provided with the opportunity to develop technical skills from a graduate to a professional level.

We have a strong professional culture in which we value the hard work required to achieve high levels of client satisfaction. In short, we encourage ambition and reward success

The next steps

Please email your CV to helen.mcconnon@pinnacle-oa.com with a note of introduction that will persuade us to invite you in for a chat.