

---

# Technical Support / Helpdesk

---

Lenczner Slaght is widely recognized as Canada's leading litigation firm. Focusing exclusively on litigation and advocacy, our lawyers represent a diverse range of clients from commercial disputes and class actions to cross-border matters and professional regulation.

We are currently seeking a **Helpdesk** position to join our team.

## ROLE DESCRIPTION

Under the leadership of the Director, Information Technology, your core responsibilities are to provide the firm and its team of Lawyers, Students, Law Clerks, Business Team and Legal Assistants with general support in the area of information technology.

Success in this role requires you to be confident in dealing with all firm members and using your strong technical, communication and interpersonal skills to address and resolve issues. You must thrive in the fast pace of a busy law firm, keep up to date with changes in the industry and take pride in delivering excellent customer service on tight deadlines.

While a proactive approach to the role is critical, there is a reactive component as well and in turn a requirement to be flexible and adaptable.

## ROLE & RESPONSIBILITIES

### Helpdesk

- ▶ Acts as a front-line liaison to resolve user programs and questions
- ▶ Respond to Helpdesk tickets by managing, and executing daily service and support tickets as assigned to ensure accuracy and timely resolution
- ▶ Coordinates workstations, printers, telephones, and boardroom conferencing systems and technology requirements
- ▶ Provide advice and training to users in response to identified difficulties that are likely to reoccur
- ▶ Assisting in rare but critical after-hour technical support

### Technology Advancement

- ▶ Assists with managing the automation of support systems through evaluating, recommending, and implementing solutions
- ▶ Prepares for new software and hardware releases through testing and quality control activities
- ▶ Manages and is responsible for systems/hardware interface, configuration/capacity planning, and analyzing systems performance and optimization
- ▶ Attain certification or training provided by software vendors and LS Ignite to keep abreast of technological advancements

### Processing

- ▶ Responsible for the maintenance and support of all applications and data used throughout the firm ensuring that desktops and laptops have the latest upgrades and patches

- Performs technical data management activities, merging data into database applications, merging images into image viewing applications, and converting data into various platforms
- Collect, organize, and maintain a problems & solutions log for future reference by other technical support analysts
- Maintain hardware inventory, asset database, and systems documentation
- Re-installing, imaging, and configuring desktop and laptops as needed

#### **Training and Development**

- Works with other team members of the IT department to resolve complex user questions and issues
- Refers highly complex problems to management for further action
- May perform new hire orientation within department and other functions regarding technological use
- Assist with meeting setups, and taken down of video conference equipment, laptops, and projectors
- Liaising with Legal Assistant floaters in workstation set-up and installation before assignments

#### **EDUCATION & EXPERIENCE**

- Post-secondary education in computer science, engineering, computer programming, or network administration is required
- 5+ years of Helpdesk experience required
- Advanced computer hardware, computer networking, and MS Office 2016 expertise
- CompTIA certification an asset
- Familiarity with document management system, mobile device management, enterprise accounting software, contact management software, and remote assistance an asset

#### **KEY SKILLS & CHARACTERISTICS**

- Strong interpersonal, customer care, oral, and written communication skills
- Analytical and problem-solving skills
- Demonstrated ability to excel in a dynamic, team-oriented and demanding work environment
- Capable of setting priorities while maintaining flexibility while under pressure
- Ability to work independently and with excellent judgement to both follow instructions with minimal supervision and take initiative as required
- Ability to assess customer/user IT knowledge level and use appropriate technical language to train users

#### **WHAT DIFFERENTIATES LENCZNER SLAGHT?**

We are committed to excellence – today and in the future – for ourselves and for our clients. We have a sophisticated and growing business team that includes professionals in several disciplines such as

marketing, business development, pricing, process improvement, knowledge management, human resources, professional development, client operations, and strategic planning.

We are committed to promoting and advancing equity, diversity, and inclusion in our workplace and in the legal profession. We have developed several award-winning and forward-thinking initiatives including resume anonymization in student recruitment to decrease barriers for diverse candidates and [ReferToHer™](#), a program aimed to balance the scales on referrals for female lawyers. We have also made continuous process improvement and innovation a key strategic priority. Learn more about our programs on [www.litigate.com](http://www.litigate.com).

**Qualified candidates are asked to submit their cover letter and resume [HERE](#).**

*Lenczner Slaght invites applications from all qualified candidates. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all requests and questions to [Lynsey Clement](#) (Human Resources Specialist).*