
Help Desk Support Team Member

Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Our subject-matter expertise and extensive courtroom experience is consistently recognized by clients, peers, and senior members of the legal profession in leading legal publications, including Chambers Canada and Lexpert. We offer the opportunity to work alongside and learn from some of Canada's most highly regarded litigators and business professionals. Learn more at litigate.com.

Lenczner Slaght is currently seeking a **Help Desk Support Team Member**.

ROLE DESCRIPTION

The Help Desk Support team member is responsible for providing day-to-day technical support for all firm members including resolving issues in a timely manner, updating tickets on a daily basis, closing tickets according to firm SLAs, and troubleshooting to get to the root cause of technical issues.

ROLES & RESPONSIBILITIES

- ▶ Acts as a front-line liaison to resolve user problems and questions.
- ▶ Responds to Help Desk tickets by managing and executing daily service and support tickets as assigned to ensure accuracy and timely resolution.
- ▶ Coordinates the setup and troubleshooting of workstations, printers, mobile devices, telephones, boardroom conferencing systems and technology requirements (end user devices).
- ▶ Re-installs, images, and configures end user devices as needed.
- ▶ Provides advice and training to users in response to identified difficulties that are likely to reoccur.
- ▶ Works with other IT team members to resolve complex user questions and issues; refers highly complex problems to management for further action to ensure timely resolution.
- ▶ Assists with meeting setups and removals of video conference equipment, laptops, and projectors.
- ▶ Maintains hardware inventory, asset database, and systems documentation.
- ▶ Collects, organizes, and maintains a log of problems & solutions for future reference by other team members.
- ▶ Attains certification or training provided by software vendors and the Firm's Educational Program to keep abreast of technological advancements.

EDUCATION & EXPERIENCE

- ▶ Post-secondary education in computer science, engineering, computer programming, or network administration is required.
- ▶ 2+ years of Help Desk experience required.
- ▶ Strong computer hardware, computer networking, and Office 365 expertise is required.
- ▶ CompTIA certification is considered an asset.
- ▶ Experience working in a professional services or law firm environment is an asset.

- Familiarity with document management system, mobile device management, enterprise accounting software, contact management software, and remote assistance is considered an asset.

KEY SKILLS & CHARACTERISTICS

- Strong interpersonal, customer service, oral, and written communication skills.
- Analytical and problem-solving skills, including root cause analysis.
- Ability to excel in a dynamic, team-oriented, and fast-paced work environment.
- Capable of setting priorities while maintaining flexibility while working under tight deadlines.
- 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 suited to customer/ user.

OTHER INFORMATION

- **Reporting Details:** Manager, IT End Users Services
- **Hours of Work:** 9:30 am – 5:30 pm
 - This role will be expected to participate in the monthly rotating on-call schedule (once every 4 weeks).
 - Overtime may be required from time to time.
- **Work Arrangement:** This role is considered an in-office essential service and therefore required to be in the office Monday through Friday as per firm policy.
 - During the rotating on-call week there will be an option to work remotely.

WHAT DIFFERENTIATES US?

We're expert litigators. Our experience is why people turn to us in the most difficult situations. We have done tens of thousands of cases, thousands of hearings, and hundreds of trials and arbitrations for our clients. Litigation is our passion and focus.

We're bold innovators. As deep thinkers and problem solvers, every person at our firm can envision, plan and execute big ideas. If it hasn't been done before, we aren't afraid to be the first. See our award-winning programs: [ReferToHer™](#), [Commercialist.com](#), and [Data-Driven Decisions](#).

We're team players. We are a firm with deep values, centered around our commitment to excellence and winning. We promote supportive, collaborative working relationships. We know the power of our people and we intend to harness that for the benefit of our firm, our clients, and our industry.

We're future focused. To remain number one, we recruit and develop top talent – this includes lawyers and non-lawyer alike. We attract the best clients and work on the best cases. We live our values. We professionalize our business. And we implement big, bold ideas. In short, we're prepared for the future and committed to success.

We're diverse thinkers. We are committed to equity, diversity and inclusion because our varied perspectives, backgrounds, identities, and cultures are our greatest assets – it enhances our collaboration, problem-solving, and litigation strategy. That's what gives us an edge with our clients.

We're award winners. We're driven to be number one for our clients and for ourselves. We have been recognized by Lexpert as the #1 firm in Toronto for Litigation for 22 consecutive years and are ranked top-tier by world-renown directory, Chambers Canada. We strive for excellence in everything we do.

HOW TO APPLY

Qualified candidates are asked to submit their cover letter and resume to Isabelle Naraine (Director, Human Resources) [here](#).

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from candidates with diverse backgrounds. We are committed to advancing inclusion, diversity, equity and accessibility in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all questions, including requests for accommodation, to [Human Resources](#).