
IT Application Support Analyst

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 an **IT Application Support Analyst**

ROLE DESCRIPTION

The ideal candidate will possess extensive IT support experience coupled with a strong desire to learn and understand business applications and processes. They will have demonstrated proficiency in device configuration, account provisioning, application support, and software deployment within a legal setting. Additionally, the candidate should exhibit strong problem-solving abilities and excellent communication skills to successfully achieve project objectives. The position necessitates an in-depth understanding of Active Directory, Exchange Administration, Microsoft 365 Admin Center, and Intune.

ROLES & RESPONSIBILITIES

- Works closely with Business Teams leads and legal talent to understand software usage, ongoing issues, business processes and needs.
- Proactively researches technology solutions that align with our needs and makes recommendations to IT Management.
- Manages and maintains the Problem Log and works with the entire IT Team in order identify root cause and resolve recurring or ongoing issues affecting the firm.
- Provides second level support for tickets escalated by the Service Desk.
- Initiates and monitors tickets with vendors.
- Develops and maintains standardized laptop images using Microsoft Autopilot.
- Packages and deploys new applications using Microsoft Intune.
- Tests, validates, and applies operating system patches, firmware and driver updates.
- Conducts initial security/feature reviews of new software to ensure it meets Lenczner Slaght standards and business requirements.
- Maintains Application and Vendor catalogues to ensure they are up to date and complete.
- Tests new versions of existing applications and, in collaboration with the Manager Learning & Development, develops documentation to inform users of new features.
- Assigns and removes application licenses for applications as required.

EDUCATION & EXPERIENCE

- Bachelor's degree in Computer Science or a related field
- 2+ years experience in a similar role

- Previous experience with Active Directory, Exchange Admin, Microsoft 365 Admin center and Intune

KEY SKILLS & CHARACTERISTICS

- Proven ability to analyze business needs and provide software solutions.
- Strong working knowledge of MDM technologies (Intune, PDQ Connect), Exchange Admin, and Microsoft 365 Admin center.
- Strong working knowledge of core technologies (including but not limited to): Azure Active Directory, Office 365, Microsoft Exchange, Networking/Wi-Fi, Microsoft Windows and Apple iOS.
- Demonstrated ability to systematically determine the source of software and hardware issues and take appropriate action.
- Ability to work independently under minimal supervision.
- Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

OTHER INFORMATION

- **Reporting Details:** Manager, IT Applications & Operations
- **Hours of Work:** 9:00 am – 5:00 pm
 - Overtime may be required from time to time.
- **Work Arrangement:** This role is hybrid (minimum two days a week in the office) in accordance with the firm's current policy, which may be amended at any time.

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](#).