

Siskinds LLP is a leading law firm located in Southwestern Ontario. We are a growing team of over 240 lawyers and employees covering personal legal services, business law, personal injury law, and class actions law as well as over 25 specialized practice areas. We help clients make the right legal choices, manage their legal affairs, and resolve complicated matters. Our culture and working style strive to make our clients' experiences comfortable, reassuring, and productive while delivering excellence in the services we provide.

IT Infrastructure and Operations Manager – Full-time

Siskinds is growing and seeking an IT Infrastructure and Operations Manager. This position will require you to oversee and manage multi-platform data center operations, server, storage and network infrastructure. You will also be responsible to manage IT tasks and staff, establish relationships with external clients, service computer systems and software, and maintains computer networks and user connectivity

The ideal candidate will possess the ability to problem-solve and be proficient in communicating with all levels of employees. The candidate must be an independent self-starter with strong attention to detail and organizational skills.

Responsibilities:

- Design and execute short plus long term strategic plans to assure infrastructure capacity attains current and future needs
- Develop, execute and oversee procedures, policies and related training plans for project management and infrastructure administration
- Manage and establish priorities for maintenance, design, development and analysis of entire infrastructure systems inclusive of LANs, WANs, internet, security and wireless implementations
- Conduct research and recommend changes in services, products, protocols and standards to support development efforts and infrastructure procurement
- Define and manage IT Disaster Recovery Strategy
- Set and enforce policies/procedures for computer systems operation and data processing
- Oversee the hiring and training of IT service technicians and operators
- Direct the operations of IT service representatives to ensure effective performance of job duties
- Ensure the availability of required hardware, software, and other tools necessary for the delivery of high quality IT service
- Carry out analysis of an organization's IT structure to identify operational leaks and effect strategies for improved processes
- Conduct inspections to ensure IT equipment and workstations are operational
- Oversee the maintenance, repair or replacement of faulty machines
- Communicate with clients to identify their requirements and facilitate the process for meeting their needs
- Conduct forecasts in order to identify possible future IT challenges and take necessary steps in minimizing risks
- Work around annual budgets to achieve set objectives and targets

- Maintain an up-to-date knowledge of hardware, software and general IT systems by studying relevant publications and participating in educational programs
- Oversee the installation and setup of IT workstations and network
- Supervise the activities of customer service team to ensure compliance with set customer service standards and procedures
- Maintain accurate inventory of hardware, software, and other relevant technological tools
- Offer recommendations to management on appropriate action plans for improved services
- Ensure the security and integrity of information database
- Define software and hardware standards in collaboration with stakeholders
- Test server performance plus provide network presentation statistics
- Report and prepare strategies to maintain server infrastructure
- Ensure apt security levels on network, infrastructure and servers are maintained
- Oversee operational costs, conduct near along with long-term financial estimates for expanded functionality and user base
- Direct and administer conditional network analysts plus technicians to provide leadership and direction
- Ensure to practice IT asset management inclusive of component inventory maintenance and associated documentation
- Negotiate with outsourcers, vendors and contractors for infrastructure-specific products and services secure
- Perform feasibility studies for different upgrade projects, conversions and improvements

Qualifications:

- Post secondary degree in Information Technology, Computer Science, Information Systems, or a related field
- 5+ years of current Infrastructure and Operations Management work experience within a mid-size to large organization
- Certified Microsoft Azure Solutions Architect is an asset
- Certified ITIL Managing Professional is an asset
- Experience with Network Service
- Experience working within a legal environment an asset
- Sound interpersonal skills with the ability to interact and communicate with all levels of the Firm

We are a cohesive team and being a team player as well as having a strong technical ability and a positive attitude will make you an ideal choice candidate.

We offer hybrid remote work schedules in a technologically advanced environment with exposure to many specialized computer applications. Our comprehensive in-house training and ongoing support is of the highest level. We offer competitive compensation and benefits.

Siskinds is an equal opportunity employer and will work with and accommodate any needs necessary throughout the entire recruitment, selection, and on-boarding process. To learn more about us, please visit our website at www.siskinds.com

Please email your resume quoting an "IT Infrastructure and Operations Manager" and "Your Name" in the subject line, to humanresources@siskinds.com. Deadline for submissions is Tuesday, July 19, 2022.

Contact Information:

Siskinds, London Head Office
Attention: Human Resources, 275 Dundas Street, Unit 1
London Ontario N6A 3V8

Email: humanresources@siskinds.com