

Siskinds is one of Southwestern Ontario's leading law firms. We are a growing team of over 230 lawyers and support staff covering personal, business, personal injury and class action law and over 25 specialized practice areas. As one, we are focused on helping clients make the right legal choices, managing legal affairs, connecting the dots where needed and generally making life a little less complex by making the expertise clients need easier to access and use.

## IT Service Coordinator – Full Time

Siskinds is seeking a full-time IT Service Coordinator to oversee day-to-day operations of the IT service desk, to ensure that service commitments are being consistently achieved, and users are constantly informed of any service-related issues and/or changes.

The ideal candidate will have exceptional communication skills, strong customer support skills and an ability to prioritize work. The candidate must be able to work independently and in a team environment.

### Primary Responsibilities:

- Oversee the IT service desk, managing relations with a third-party help desk service provider and our internal technical staff, to ensure service commitments are being met and issues are being escalated as necessary
- Communicate all changes, service interruptions, issues, and problems to end users
- Participate in project planning engagements to understand all end-user impacting items
- Work alongside deployment teams to minimize end-user impact by communicating changes and planned outages
- Ensure that any discovered issues are reported appropriately to the server, client, and network operations teams
- Assist deployment teams to optimize efficiency by using tools and automation where possible

### Required Qualifications:

- A minimum of 3 years prior work experience in a professional services-oriented office environment
- A minimum of 5 years combined prior work experience in one or more technical roles
- Exceptional oral and written communication skills
- Prior experience participating in or leading mass deployments of hardware and software
- Knowledge of IT Service Management

Preferred Qualifications:

- ITIL Practitioner (or higher) Certification
- Direct experience using ServiceNow in an ITSM or other service management function

We are a truly cohesive team, and as such, being a team player as well as having a strong technical ability and a positive attitude will make you a top contender, and ideally our chosen candidate.

We offer 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 persons with disabilities throughout the entire recruitment, selection, and on-boarding process. To learn more about us, please visit our website at [www.siskinds.com](http://www.siskinds.com)

**Please email your resume** quoting "IT Service Coordinator" and "Your Name" in the subject line, to [humanresources@siskinds.com](mailto:humanresources@siskinds.com) . Deadline for submissions is Friday July 23, 2021.

**Contact Information:**

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London Ontario N6A 3V8

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