

We believe that the way law is practiced in Canada needs to evolve. Our lawyers and our support team have all committed to making change happen; to leading with increased transparency, accessibility and inclusivity. We hope you will join us.

We are currently seeking an IT Service Coordinator. This opportunity exists at our Head Office in London, Ontario.

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 and network operations teams
- Assist deployment teams to optimize efficiency by using tools and automations where possible

Required Qualifications:

- A minimum of 3 years prior work experience in a professional service-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
- Experience and comfort in using client management tools such as SCCM, Group Policy and/or other similar technologies.
- Knowledge of IT Service Management

Preferred Qualifications:

- ITIL Practitioner (or higher) Certification
- MCSE (or higher) Certification
- Experience with Office 365 administration
- Proficiency in French as second language

Siskinds is one of Ontario's leading law firms. 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. Our team of over 80 lawyers and more than 100 support staff is dedicated to ensuring our clients receive exceptional service. 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

Please email your resume quoting "IT Service Coordinator" in the subject line to humanresources@siskinds.com. Deadline for submissions is September 21, 2018.

Contact information:

Siskinds LLP

Attention: Human Resources

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