

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 two part-time IT Support Specialists for a 12 month term. This opportunity exists at our Head Office in London, Ontario. The hours of work are 6:00pm-11:00pm Monday to Friday or 9:00am-5:00pm Saturday, Sunday and holidays.

Siskinds is seeking two part-time IT Support Specialists to provide afterhours IT support. These individuals will provide first level support to assist end users with technical related issues across all line of business applications and client hardware devices.

The ideal candidate will have excellent troubleshooting and communication skills. The candidate must have a high level of organization 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:

- Providing help desk and technical support services for all company end users both internal and remote.
- Troubleshooting, diagnosing, repairing, installing, configuring, and deploying workstations/laptops, printers, servers and other peripherals & network devices.
- Identification and resolution of network, hardware and software related failures and issues.
- Root cause analysis, managing technology issues and leading appropriate remedial actions.
- Identify, document and isolate product defects across various applications used by Siskinds LLP.
- Provide QA assistance to confirm resolution to defect is properly implemented.
- Perform other duties as assigned.

#### Preferred Qualifications:

- A minimum two-year, post-secondary diploma in Computer Systems Technology, certification or equivalent work experience in a law firm or comparable office environment.
- Knowledge or experience supporting and troubleshooting applications, software and hardware within a Microsoft Windows environment.
- A strong background and knowledge of the Microsoft Office Suite, including Office 365
- Knowledge of all Active Directory components (including DNS, DHCP, Group Policy Management), within a Windows Server infrastructure
- Basic skills for supporting an Ethernet/IP network that facilitates desktop and mobile computing and IP telephony
- Highly developed IT research and problem-solving skills
- Attention to detail, ability to handle a wide variety of duties in a professional manner
- Solid oral and written communication skills
- Individual should be highly motivated, organized and dependable with excellent time management and interpersonal skills
- Must be able to frequently lift and move up to 30 lbs
- Knowledge of ITSM and the ITIL framework is considered an asset

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](http://www.siskinds.com)

Please email your resume quoting "IT Support Specialist" in the subject line to [humanresources@siskinds.com](mailto:humanresources@siskinds.com).  
Deadline for submissions is December 28, 2018.

Contact information:

Siskinds LLP

Attention: Human Resources

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