

Siskinds LLP is a leading law firm located in Southwestern Ontario. We are a 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 strives to make our clients' experiences comfortable, reassuring, and productive while delivering excellence in the services we provide.

Technical Support Specialist – Full-time

Siskinds is seeking a full-time IT Support Specialist. This position will require you to 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 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.

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

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 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 “Technical Support Specialist” and “Your Name” in the subject line, to humanresources@siskinds.com. Deadline for submissions is Friday August 26, 2022.

Contact Information:

Siskinds, London Head Office

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

Email: humanresources@siskinds.com