

## HELP DESK TECHNICIAN

We are currently seeking a professional and energetic Help Desk Technician to support our firm members. This position offers an opportunity to work with a vibrant and team-oriented group of people. The successful candidate will have 2+ years' of experience in a service/help desk or similar role. We are looking for someone who is a self-starter and a collaborative team member with a friendly work style.

### POSITION OVERVIEW

The Help Desk Technician is a technical support role whose primary responsibility is to provide telephone and remote desktop support. This is a user facing role, interacting with people of all levels in our office. The Help Desk Technician is responsible for tracking and resolving all assigned support requests through effective decision making and problem-solving skills.

The Help Desk Technician is part of our Support team as a Tier 1 resource who works closely with other members of the department and reports to the Chief Information Officer. The Help Desk Technician is expected to present himself/herself in an extremely professional, competent manner, be highly organized, and possess strong communication and interpersonal skills. These services are performed with a high level of technical competency and independence, demonstrating experience and ability in multiple disciplines within IT.

This position is part of an on-call after-hours rotation, currently for approximately one week in four. During the on-call period, the individual is expected to respond to requests from users and urgent server alerts in a timely manner, according to the defined on-call policy.

### WHAT YOU'LL BE DOING

- Instruct users in the proper use of applications and IT-related equipment
- Troubleshoot hardware or software issues involving computers and other peripherals such as monitors, printers, and digital dictation equipment
- Replace printer toners and faulty equipment such as keyboard/mouse devices
- Resolve security issues involving user passwords and document access
- Setup meeting room equipment such as projectors, computers and speaker phones
- Document issues and resolutions, and escalate issues to Tier 2 as required
- Prepare computers using imaging procedures to install operating systems
- Set up computer equipment as required during user moves, deployment of new equipment or emergency replacement
- Assess faulty computer equipment and request return merchandise authorizations (RMA) from vendors as required
- Perform basic troubleshooting of printer issues and request service calls from the printer service provider as required
- Maintain sufficient supply of peripherals such as keyboards and mouse devices (wireless, ergonomic), printer toner, network cables, etc.
- Maintain a current database of computer equipment to keep track of vital information such as location, serial numbers, purchase dates, costs, etc.
- Track the use of printing to generate important data to assess printer utilization, operating expenses and repair costs

- Collaborate with other members of IT in deployment on special projects as required

## WHAT WE ARE LOOKING FOR

- A minimum of 2 years' working experience in a service/help desk role or similar
- A degree, diploma or advanced certification related to information technology
- Enthusiasm for providing outstanding customer service
- Presents himself/herself in a highly professional, competent manner
- Proven ability to thrive in a fast-paced team-oriented environment
- Solid decision making and problem solving skills coupled with a willingness to learn
- Patience to solve technical problems with end users of varying technical aptitudes
- Highly organized, detailed and multi-task oriented, with the ability to balance priorities
- Ability to work flexible, extended hours, as required
- Solid working experience with Microsoft Windows Desktop Operating Systems and Microsoft Office applications
- Experience with VMware vSphere, Citrix XenApp and working within a helpdesk ticketing system would be an asset
- Experience with legal applications such as time entry, document management and PDF annotation would also be an asset

## WHAT YOU BRING

- Excellent written and oral communication skills
- Able to take on difficult challenges and find creative solutions
- Patient, level-headed and cool under pressure
- Personable, helpful and enjoy collaborating across teams
- Calm and don't get flustered easily
- Ability to juggle multiple tasks and prioritize workload in a fast-paced and time sensitive environment
- Ability to work independently and within a team environment

## WHAT WE OFFER

Our people are the heart of our firm – we say it often and with good reason. It is only through our people's skills, ambition, dedication and hard work that we can deliver the excellent level of client service our reputation is built upon. While our expectations are high – so are our rewards. Our generous competitive compensation package is just one component of our total rewards package.

### Compensation + Benefits

- Competitive salary with annual reviews
- Extended health and dental coverage
- Employee and family assistance program
- Life and accidental death and dismemberment insurance
- Short- and long-term disability insurance
- Paid or banked overtime
- Vacation time, sick time and personal time allotment

### Work Perks

- Firm social events
- Casual day every Friday

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- Continuing education/tuition allowance
- Group RRSP plan with matched contributions

### Work / Life Integration

- Robust health and wellness program
- Fitness program annual subsidy
- Sports teams
- Recognition of service milestones
- Personal days to help balance outside commitments

### WHO WE ARE + HOW WE WORK

We are a dynamic and diverse group of highly skilled people working together to deliver excellent service to our clients. When you join our firm, you join a culture of excellence, collaboration, camaraderie and respect. We're a great place to grow your career.

Our core values focus on developing a diverse, inclusive and respectful workplace that encourages and supports differences and promotes innovative perspectives. We are committed to maintaining and expanding the diversity of our firm's lawyers and staff and creating an inclusive environment in which everyone can flourish.

### APPLY

This is an excellent opportunity to join a dynamic firm that values innovation, initiative and resourcefulness. Are you a motivated and creative team player? Do you think the fast-paced hands-on role we have described would be a perfect fit for your skillset?

If so, we cannot wait to meet you and invite you to submit your resume by email to Andrea Kotzo.

Andrea Kotzo  
Human Resources Manager  
E: [akotzo@harpergrey.com](mailto:akotzo@harpergrey.com)  
P: 604.895.2906

We'd like to thank all applicants, however, only those under consideration will be contacted. We wish you every success.