

IT SOLUTIONS ANALYST

We are currently seeking a professional and driven IT Solutions Analyst, with a high level of technical competency, to join our IT department. The position provides an opportunity to work with a dynamic and team-oriented group of people. The successful candidate will ideally have 2+ years of experience working in a systems operations or development role. We are looking for someone who is a self-starter, who thrives in a fast-paced and rewarding team environment.

POSITION OVERVIEW

The IT Solutions Analyst is a technical support role whose primary responsibility is to provide technology solutions to improve workflows and increase end-user productivity. This is a user facing role, interacting with people of all levels in our office. The IT Solutions Analyst is also responsible for tracking and resolving all assigned support requests through effective decision making and problem-solving skills.

The IT Solutions Analyst is part of our Support team as a Tier 2 support resource that works closely with other members of the department and reports to the Chief Information Officer. The IT Solutions Analyst is expected to present themselves 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

In this key position, your responsibilities will include:

- Testing updates, and upgrading applications to introduce new features and technological improvements
- Testing and patching laptop and desktop operating systems to improve performance and system stability
- Cloning and deploying new laptops and desktop computers
- Instructing users in the proper use of applications and IT-related equipment
- Resolve security issues involving user passwords and document access
- Maintaining and constantly improving the firm's Wordpress Intranet site
- Deploying Wordpress, PHP, and plug-in updates on internal and external websites
- Performing regular backups/clones for the firm's various external websites and blogs.
- Deploying mobile phones (both iOS and Android) to users
- Assisting Tier 1 Helpdesk Technicians with resolving support requests when needed
- Collaborating 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 systems operations or development role
- A degree, diploma or advanced certification related to information technology
- Enthusiasm for providing outstanding customer service
- Presents themselves 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

WHAT YOU BRING

- Experience with Windows Deployment Services and Windows PowerShell
- Proficient in web development using Wordpress and full stack (PHP, Java Script, HTML, CSS)
- Experience with basic server administration tools such as: Active Directory, Group Policies, Network Shares and Folder Permissions.
- Experience with computer imaging, deployment, and performing application upgrades
- Excellent written and oral communication skills
- Exceptional interpersonal skills
- Ability to work calmly under pressure, multitask and prioritize
- Ability to work independently and within a team environment

The following additional technical skills, while not a requirement, would be an asset:

- Document Management experience
- VMware vSphere experience
- Mobile Device Management (MDM)
- Bash or shell scripting
- Familiarity with helpdesk ticketing system

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
- 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
P: 604.895.2906

applicants, however, only those under consideration will be contacted. We wish you every success.