

Dutton Brock LLP is a mid-size Commercial Insurance litigation and Insurance Defence firm, dedicated to providing exceptional legal services to all our clients. We offer an excellent work environment with a competitive compensation package.

We are looking for an **IT Help Desk/Applications Support** with 3-4 years of experience. The ideal candidate will provide technical support to all firm members with any issues submitted through Help Desk ticketing system with an emphasis on delivery of excellent client service. As part of the IT team, you will be required to provide solutions to all enquires in an efficient and professional manner. To succeed in this role you will need the ability to manage multiple priorities and deadlines with minimal supervision as well as demonstrate strong organizational and communication skills.

Responsibilities:

- Respond to technical issues submitted to the Help Desk ticketing system and act as a first point of contact for employees within the Firm requiring assistance.
- Document all incidents and steps taken through to resolution.
- Provide user support by troubleshooting and identify problems related to documents, hardware and software, personal computers, network printers and basic network connectivity in both office and home environments.
- Perform new user setups, ensure compliance with the firm's policies and procedures.
- Assist with server/backend tasks as directed and provide overflow and backup support for the Systems Administrator as required.
- Troubleshoot and identify issues with mobile devices such as Apple iPhone and Android phones; assist with initial configuration of mobile devices.
- Experience with Windows domain network, local area network, and remote access software such as Citrix and GoToMyPC.
- Experience in end-user support and training.
- Investigate technical issues, analyze information and end users needs to support business requirements and provide recommendations to Director of IT and System Administrator for long term solutions to improve processes.
- Proven ability to adapt to changes in technology and implementation of new workflow processes and procedures.
- Assist with software and hardware upgrades as necessary.
- Effective management of deadlines and priorities.
- Perform other IT related services from time to time as required.

Skills/Knowledge/Experience Required:

- 3-4 years' of experience providing support from a call centre/help desk environment.
- College diploma or bachelor's degree in information technology, computer science, comparable work experience and/or a combination of technical certifications.

- Advanced knowledge of Microsoft Office applications (Word, PowerPoint, Outlook, Excel,) Kofax PDF, Adobe Pro.
- Experience in the use of standard business applications: Windows 7/10, MS Office 2016, HP printers, RIM Blackberry and Blackberry Enterprise Server, iPhone, TCP/IP Networking/Active Directory, Microsoft Exchange, Windows Server 2008/2012/2016, desktop and notebook configuration.
- Extensive experience using and supporting Video conferencing and collaboration platforms such as Microsoft Teams, GoTo Meeting, Zoom, and WebEx
- Highly organized with strong time management skills with the ability to multi-task and prioritize deadlines, take initiative and possess excellent communication skills (oral and written) with the ability to interact with end users in a professional manner.
- Flexible and dependable with the ability to take direction and work in a fast-paced environment with changing priorities.
- Professional and team-oriented with strong interpersonal and client service skills.
- Occasional after-hours support and able to work overtime as needed
- Professional services or law firm experience would be considered an asset.

Respond to:

Interested applicants should submit their resume by email to careers@duttonbrock.com. Please use the subject line “**IT Help Desk/Application Support**”. We appreciate the interest of all applicants, however only those under consideration will be contacted.

Any offer of employment will be conditional upon background and reference check including criminal record, educational and employment check.

Dutton Brock LLP is committed to providing accommodations throughout the recruitment process in accordance with the Accessibility for Ontarians with Disability Act, 2005. If you require accommodations, please notify us and we will work with you to meet your needs. We are proud to be an equal opportunity employer.