



Title: IT Help Desk Technician

Department: Information Technology

Location: 925 West Georgia Street, Suite 1200, Vancouver, BC V6C 3L2

Reports to: Manager, Information Technology

Singleton Urquhart Reynolds Vogel LLP is recognized as a leader in construction and infrastructure, insurance, commercial litigation, real estate and business law. Founded in 1982, with its roots in construction litigation, the firm has grown to add a full complement of business law services including corporate commercial, commercial real estate, construction contracts, and estates planning.

Operating on a national platform, Singleton Reynolds is positioned as a new best-in-class law firm offering legal services and a long-standing reputation in dispute resolution.

With 60 lawyers operating in Vancouver and Toronto, the Firm provides a wide range of legal services including the following key practice areas:

- Construction and Infrastructure Law
- Commercial Litigation
- ADR
- Commercial Real Estate
- Wills & Estates
- Business Immigration
- Insurance
- Professional Liability
- Entertainment Law
- Corporate Commercial
- Workplace Law

THE ROLE OVERVIEW

Singleton Reynolds is seeking an experienced IT Help Desk Technician to join our IT Department. The successful candidate must have a minimum of 3-5 years' experience in a desktop support role (law firm experience would be an asset) with exposure to the backend.

THE ROLE

The incumbent will assume the following responsibilities:

- Provides helpdesk support and resolves problems to the end user's satisfaction.

- Monitors and responds quickly and effectively to requests received through the IT helpdesk.
- Monitors Service Desk for tickets assigned to the queue and process first-in first-out based on priority and update service ticket upon completion.
- Utilizes and maintains the helpdesk tracking software.
- Documents internal procedures.
- Assists with onboarding of new users.
- Installs, tests, and configures new workstations, peripheral equipment, and software.
- Maintains inventory of all equipment, software, and software licenses.
- Reports issues to the Service Desk for escalation.
- Manages PC setup and deployment for new employees using standard hardware, images, and software.
- Assigns users and computers to proper groups in Active Directory.
- Performs timely workstation hardware and software upgrades as required.
- Provides one-on-one user training as well as performs group training for new product launch and rollout.

QUALIFICATIONS and EXPERIENCE

- Diploma in Information Systems, Business, Communications or related field.
- 3 years of relevant technical experience.
- Excellent knowledge of Windows 7 Pro, Windows 10 Pro,, Office 2010 and Office 365.
- Advanced knowledge of Windows Server 2008, 2012, and 2016 (Active Directory, Group Policy, DNS, and DHCP).
- Working knowledge of iManage document management system.
- Networking knowledge (CCNA certification desired), particularly in regards to Meraki security appliances, Access Points P and Brocade switches, plus Fortigate firewalls. VLAN knowledge required.
- Desired familiarity with dictation/transcription software, Adobe Acrobat Standard, NOD32 Antivirus.

SKILLS & ATTRIBUTES:

- Strong time management skills.
- A proven ability to thrive in a fast-paced deadline-driven environment.
- Excellent communication skills, both written and verbal.
- Excellent interpersonal skills.
- A strong work ethic and initiative.
- Strong orientation towards customer service and ensuring customer success.
- Solid understanding of Microsoft Office 2010 and Microsoft Office365.
- Solid understanding of Document management system.
- Familiar with Office Macros and AutoText.
- Solid understanding of Windows 7 and Windows 10.

COMPENSATION

A competitive salary and benefits package together with opportunities for personal and professional growth. We offer an annual education/tuition reimbursement program, fitness subsidy, and ongoing educational seminars as part of our employee experience program.

CONTACT

To pursue this employment opportunity, candidates are invited to submit their applications to:

Singleton Urquhart Reynolds Vogel LLP
Attention: Stephen Hinds
925 West Georgia Street, Suite 1200
Vancouver, BC
V6C 3L2

Email: jobs@singleton.com

Singleton Reynolds is committed to the principle of equality in employment standards and welcomes applications from all qualified individuals. We thank all applicants for their interest; however, only those short-listed and selected for interviews will be contacted.