



https://intscanada.com/job/%e5%be%8b%e5%b8%88%e4%ba%8b%e5%8a%a1%e6%89%80-2/

## IT Help Desk

### Description

We are looking for an IT Help Desk for a law firm.

### Responsibilities

- Providing 1st level technical support
- Experience in administering complex LAN/WAN environments, including cabling, video conferencing, VoIP and VPN.
- Strong understanding TCP/IP in LAN/WAN technologies.
- Record, track and escalate incidents via our ticketing system
- Configure and image workstations, laptops and other computing equipment as required
- Set up new user accounts and configure required hardware
- Configure/support printers, copiers, IP Phones and various other peripheral devices
- Support mobile devices
- Assist in special projects as required
- Provide exceptional service to all departments using available resources while meeting set SLA's
- Document technical procedures for new technologies as well as update/maintain existing technical documentation
- Working with other members of the IT organization to ensure timely resolution of employee issues
- Troubleshoot and resolve software and hardware problems on behalf of employees
- Develop training materials and procedures, and/or train users in the proper use of hardware and software.
- Provide on-call, off-hours and weekend support as assigned to support the staff

### Qualifications

- A post-secondary education required or equivalent (IT preferred)
- Microsoft A+, Network+ considered an asset
- Work in a law firm environment considered an asset
- Hardware (desktop/laptop) troubleshooting; Microsoft Windows and Office troubleshooting
- Desktop imaging and deployment technologies
- Backup/restore end-user systems
- Mobile device management platform (MDM)
- Creating and managing User Accounts
- VPN and remote user connectivity
- Experience with virtual desktop and thin client in an enterprise multi-site environment
- Demonstrated experience enforcing standards policies and procedures
- Attention to detail and committed to a high degree of accuracy
- Possess excellent time management skills and the ability to prioritize tasks based on severity

### Hiring organization

INTS Consulting

### Employment Type

Full-time

### Job Location

GTA, ON

### Working Hours

8 hrs. shift

### Base Salary

\$ 17.00

### Date posted

2023-10-10

- Ability to support end users using different methodologies (phone, in person, web)
- Understands the importance of good customer service skills
- Strong verbal and written skills, and the ability to work courteously and effectively with all end users
- Creativity and demonstrated ability working in a fast-paced environment with a high degree of change and ambiguity is critical
- Can easily make the needed connections between systems, processes, and individuals to facilitate change
- Ability to multitask and work efficiently under pressure
- A team player who builds strong relationships based on trust and integrity with strong work ethic
- Embrace continuous improvement by proposing new and/or better ways of doing things
- Egoless nature, continuous learner, passionate and determined
- Follows through consistently on work commitments
- Customer service oriented including strong communication skills
- Troubleshooting experience on Macs and Windows platforms greatly desired
- Experience supporting mobile devices

**Job Benefits**

- Competitive salary
- Redesigned and updated workspace
- Great team environment
- Benefits include: Medical, Dental, Paid Vacation Policy
- Consistent management and team support
- Work life balance

**Contacts**

Send your resume to [intsconsulting.hr@gmail.com](mailto:intsconsulting.hr@gmail.com)