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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

2022-07-22

- 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