

IT Support Technician.

Join a dynamic and professional team whose mission is to listen, advise and help its clients. Located in downtown Montreal, our law firm offers you a friendly work environment focused on human capital and high-quality services.

Responsibilities.

Reporting to the IT Supervisor, the candidate will take on the following responsibilities:

- Provide first and second level support to users on site and remotely;
- Provide support on mobile devices (laptops, tablets, cell phones);
- Guide and train users on the maximum use of applications and equipment while respecting office policies;
- Diagnose and solve problems;
- Follow up ongoing incidents and problems;
- Document and maintain up-to-date user requests (problems and solutions) in the ticket management system;
- Support video conferencing and ensure the installation of laptops, projectors, etc.;
- Conduct quality control evaluations;
- Install, configure and test workstation software and hardware, as well as related equipment (printers, scanners, monitors, card readers, etc.);
- Participate in various IT projects;
- Provide emergency support according to a pre-established rotational schedule;
- Assume all other tasks related to the services offered by the IT department.

Required education and experience.

- College diploma in Computer Science or diploma of Vocational Studies;
- A minimum of 2 years of experience in computer support and customer service;
- Bilingual in French and English, spoken and written;
- Excellent knowledge of Microsoft Office 365 Suite and Microsoft Windows 10;
- Experience with a ticketing system;
- Excellent skills with Excel and organizational charts (an asset);
- Familiarity with Word Styles (an asset);
- Knowledge of Word Macros and Office templates (an asset);
- Good knowledge of iManage (FileSite), Kofax Power PDF and Workshare Professional (an asset).



Required skills.

- Passion for information technology;
- Excellent customer service;
- Tactfulness and self-control;
- Very good analytical and problem solving skills;
- Ability to work under pressure;
- Team spirit, excellent analytical and communication skills.

Why work at De Grandpré Chait?

Strongly established within the business community for over 90 years, De Grandpré Chait is a legal firm with over 70 lawyers offering a niche-oriented approach in various legal areas.

- > Advantageous and competitive remuneration conditions;
- > Complete benefits plan;
- > Schedule of 35 hours per week;
- > Work-life balance;
- > Training and development programs;
- > Social activities;
- > Newly renovated, modern and bright offices;
- > Easily accessible by public transportation.

To apply.

Send your resume to Magdalena Kedziora, HR Generalist, at mkedziora@dgchait.com. Please note that only selected candidates will be contacted for an interview.

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