

Torys LLP is a highly respected international business law firm with 300 legal professionals in our Toronto and New York offices. We are recognized internationally as a frequently recommended law firm in a large number of practice areas. Our Toronto and New York lawyers work together to offer seamless cross-border services to clients on both sides of the U.S.-Canada border and globally.

## **MANAGER, APPLICATION SUPPORT**

We are currently seeking a Manager, Application Support to join our Information Services team. Reporting to the Director, Information Services, you will have responsibility for the following:

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### **RESPONSIBILITIES:**

- Manages all application design, selection, programming, documentation, integration and ongoing support activities for the firm's application software.
- Provides direction for user groups in the selection, usage, and development of application tools.
- Involved in the strategic planning and oversight of the firm's web development, database administration functions and critical applications such as Firm's Interwoven DMS, Elite financial reporting system and Sharepoint Portal.
- Coordinates SQL server database configurations to ensure all application databases have the necessary administration functions applied to them.
- Works with the Director of IS to develop the firm's information systems strategic plans.
- Responsible for working with the Director of IS to negotiate and maintain software licensing agreements for all software products used by the firm.
- Coordinates the upgrades and patches required for the existing firm application software.
- Ensures the coordination and consistency of information systems between both the Toronto and New York Offices.
- Provides third level support for the problems escalated from the Help Desk and ensures application support team members can provide second level support to the Help Desk.
- Responsible for identifying, evaluating, testing, and making appropriate recommendations for enhancement or replacement of existing information systems based on new technology.

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### **QUALIFICATIONS:**

- Minimum of 5 years experience in application support, with at least 2 years of proven management experience.
- Post-Secondary degree or diploma in an Information Systems discipline.

- 2 years previous experience with law firm application software.
- Excellent troubleshooting and problem solving skills to resolve technical and PC related problems.
- Demonstrated managerial and leadership skills.
- Strong oral and written communication and interpersonal skills required to interact with individuals at all levels within the firm.
- Solid project management skills.

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**HOW TO APPLY:**

Katie Duncan  
Human Resources Consultant

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*We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted.*