

## TEAM LEAD, END USER SUPPORT

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

### POSITION OVERVIEW

The Team Lead, End User Support role is responsible for providing direction on the day-to-day operations of the help desk and operations teams and works closely with the Manager, End User Support to provide optimal service to the firm.

### KEY ACCOUNTABILITIES

#### Daily Operations

- Provide direction to the team on all help desk and operations related matters, which includes ensuring workload allocation is equitable amongst all team members.
- Responsible for providing technical assistance to users (both hardware and software) which includes troubleshooting, researching and resolving issues in a timely manner.
- Responsible for ensuring Helpdesk tickets are documented and resolved in a timely manner.
- Act as subject matter expert and respond to complex questions and problems raised by team members or users. Escalate issues to appropriate Manager as needed.
- Work with Manager, End User Support to ensure there is a consistent and optimal work schedule for Helpdesk and Operations teams covering the Helpdesk business hours and after hours support.
- Work closely with Manager, End User Support to continually review and explore Helpdesk and Operational best practices and implement any policy, procedural and technical changes as required.
- Work with Manager, End User Support to monitor and analyze support services to the Firm through user feedback and report analysis to provide continuous improvement and efficiencies of support service levels.
- Work with Manager, End User Support to manage all hardware moves, adds, changes and special requests as it relates to the set up and maintenance of the telephone and voicemail system, multifunction and local printers, copiers, desktops, laptops and Mobile Devices.
- Carry a pager and/or cellular phone during evenings and weekends on a rotational basis to provide off-hours support. Must be flexible and able to work rotating shifts.

#### Team Engagement

- Work with Manager, End User Support to provide direction, coaching, and development support to ensure the team is engaged and capable of delivering on their accountabilities and meeting service standards of the department (in line with department goals/objectives).
- Work with Manager, End User Support to assess the skills and capabilities of the team on an ongoing basis to determine learning and skill requirements including identifying appropriate training requirements.



**Employee Relations**

- Participate in year-end performance review discussions with Manager, End User Support.
- Participate in the recruitment process with Manager, End User Support to select Helpdesk and Operations services positions.

**Budget**

- Work with Manager, End User Support to support and provide input into the annual department budget.

**ATTRIBUTES & EXPERIENCE**

- Minimum of 3-5 years' experience in a Helpdesk or IT services capacity, with at least 1 year of proven lead or supervisory experience.
- Post-secondary degree or diploma in an Information Technology discipline.
- Proven technical knowledge and experience supporting computer software and hardware.
- Law firm and application support experience an asset.
- Excellent troubleshooting and problem solving skills to resolve technical and PC related problems.
- Strong oral and written communication and interpersonal skills required to interact with individuals at all levels within the firm and drafting of procedural documents, manuals and firm wide communications.

**HOW TO APPLY:**

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting ([firmadminrecruiting@torys.com](mailto:firmadminrecruiting@torys.com)).

*We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted*

*We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact [Malinda Dunfield](#), Manager, Human Resources.*