

TECHNICAL SUPPORT ANALYST

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

We are currently seeking a Technical Support Analyst to join our Information Services team. This position requires an individual with a strong client service orientation and the ability to work in a fast-paced environment.

KEY ACCOUNTABILITIES

- Answer Help Desk calls, emails, walk-in requests and provide one-on-one support to end-users within established SLAs.
- Responsible for the entry of service requests, incidents and resolutions into the Service Management software following existing procedures.
- Responsible for providing assistance in resolving incidents and problems using remote control software within established SLAs.
- Provide desk side support as required for calls that cannot be resolved over the phone.
- Escalate incidents and problems that cannot be resolved over the phone or through remote control using appropriate escalation procedures.
- Contribute to and maintain documentation and solutions stored in our internal knowledgebase.
- 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.
- Provide and support laptops and mobile devices for end-users as required.

ATTRIBUTES & EXPERIENCE

- Post-secondary degree or diploma in a related field or equivalent experience to successfully complete the essential requirements of the role.
- Minimum 6 month's Help Desk or client support experience, preferably in a professional services firm.
- Complete familiarity with Microsoft Office applications.
- Experience with ITIL considered an asset.
- Strong client service orientation combined with the ability to manage multiple client needs at the same time.
- Excellent communication skills (verbal and written) with the ability to interact with individuals at all levels within the organization.
- Strong organizational and time management skills to effectively prioritize and meet deadlines with minimal supervision.
- Strong interpersonal skills with the ability to work well both independently and collaboratively within a team environment.
- Sound judgment including the ability to deal with confidential information with utmost discretion.

- Determined with a can-do, hands on approach.
- Ability to work rotational late shifts.

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting (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.