



Service Desk Specialist – Vancouver

This year, Odlum Brown celebrates its 98th anniversary as an independent, employee-owned, full-service investment firm. We are honoured to be recognized as one of Canada's Best Managed Companies for 22 consecutive years and as one of Canada's Most Admired™ Corporate Cultures.

CULTURE AND VALUES

We are very proud of the vibrant culture that we have built and sustained for many years. It's the way we do things, how we make decisions and what defines which behaviours work and don't work – it's what makes up our DNA.

Our values are the cornerstone of our culture, a set of principles that provide a compass for our actions and unify us as a team.

PEOPLE

We have skiers, mountain bikers, hockey players, runners, volleyball players, movie buffs, bookworms, animal lovers, musicians, yogis, world travelers and every other variety of person you can imagine. You will work with really interesting people and make great friends, too.

COMMUNITY

We are serious about supporting the communities where we live and work. In 2020, Odlum Brown was the recipient of the Canada's Volunteer Award in the Business Leader category for British Columbia and the North. This national recognition by the Canadian government is the result of our team members' actions and continued support for various causes and organizations in our communities. We are committed in heart and mind to everything we do in the community, and we work hard to inspire passion and fun while doing it.

PROFESSIONAL DEVELOPMENT

Continuous learning matters. We are committed to providing career-long support for learning and growth.

THE OPPORTUNITY

We are looking for a talented and motivated entry level Service Desk Specialist to join our award-winning firm in the Vancouver head office.

This role reports to the Supervisor, IT Operations and Service Desk and ultimately to the Manager, IT Operations. You will be the first point of contact, providing technical support to team members across the firm on a wide variety of systems, hardware and applications. This role requires on-call weekend support on a rotational basis.

RESPONSIBILITIES

- Provide team members with technical assistance, from collecting information to troubleshooting and diagnostics
- Triage, monitor and manage support calls using Service Desk Management software



- Create, update and maintain IT knowledge-based articles and solutions to promote consistent first call resolution and knowledge sharing amongst team members
- Deploy and maintain computers, laptops, printers, phones, monitors, projectors and audio and video-conferencing systems
- Set up and monitor hardware and software, including diagnosing and resolving application issues
- Test hardware equipment and software applications
- Stay current on best practices and technology updates and apply changes to the technical environment
- Contribute to team discussions on process and productivity improvements
- Participate in key technical initiatives and special projects as required

KNOWLEDGE AND EXPERIENCE

- Experience in a Service Desk role or related experience
- Technical degree, diploma, certificate or equivalent in a related field
- CompTIA A+ or other industry recognized certification and/or equivalent experience preferred
- Strong knowledge of the Windows environment (Windows 10), MS Office products (Office 2016) and familiarity with SharePoint
- Excellent system analysis and troubleshooting skills
- Basic knowledge of Citrix and/or related virtualized environment
- Knowledge of hardware and software, and understanding of networking concepts
- Strong interpersonal and customer service skills
- Excellent verbal and written communication skills
- Quick learner with a sense of curiosity and interest in analyzing, troubleshooting and solving problems
- Well organized with the ability to prioritize multiple time-sensitive tasks
- Self-starter with the capacity to work independently, along with flexibility and willingness to assist others

Our team is growing and we've got room for one more if you're interested. If this sounds like the environment you'd like to work in and you have the credentials and experience for this job, we invite you to submit a cover letter and resume to hr@odlumbrown.com by **December 17, 2021**.

Candidates must be legally eligible to work in Canada. Full disclosure of any restrictions must be disclosed at the time of expressing interest and supporting evidence provided prior to any potential offer of employment.

As part of fulfilling our responsibility to ensure a healthy and safe workplace, and in alignment with public health measures, Odlum Brown has a mandatory vaccination policy for all team members working on site at any Odlum Brown office. Our firm requires all team members to be fully vaccinated against COVID-19 to work on premise.

We appreciate your interest and thank you for taking the time to consider this opportunity. We will be in touch with individuals whose profiles most closely match what's needed to be successful in this role.