



Service Desk Specialist - Vancouver

This year, Odlum Brown celebrates its 96th 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 20 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. 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 individual to join our team as a Service Desk Specialist. This role reports to the IT Operations and Service Desk Supervisor and ultimately to the Manager, IT Operations. You will be on the front line, providing team members across the firm with support for a wide variety of systems and applications.

RESPONSIBILITIES

- Act as the first point of contact for employees requiring technical assistance
- Monitor and manage support calls using Service Desk Management software
- Set up and monitoring of hardware and software, including diagnosing and resolving application issues
- Deploy and maintain computers, laptops, printers, phones, monitors, projectors and audio and video-conferencing systems (must have ability to lift 50 lbs)
- Test hardware equipment and software applications
- Create, update and maintain IT knowledge base articles and solutions to promote consistent first call resolution and knowledge sharing amongst team members



- Participate in team discussions on process and productivity improvements

KNOWLEDGE AND EXPERIENCE

- 1-2 years' experience in Service Desk role or related experience
- Technical degree, diploma, certificate or equivalent in a related field
- Strong knowledge of the Windows environment (Windows 7), MS Office products (Office 2010, 2016) and familiarity with SharePoint
- Excellent system analysis and troubleshooting skills
- Basic knowledge of Citrix and/or related virtualized environment
- Basic knowledge of hardware and software, and an understanding of networking
- Excellent verbal and written communication skills
- Strong interpersonal and customer service 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 **April 19, 2019**.

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.

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.