

## Helpdesk Support Specialist

---

### Position Overview:

Our Edmonton office is currently recruiting for a Helpdesk Support Specialist. This role will provide timely support to our clients both internal and external focusing on exemplary service. The Helpdesk Support Specialist collaborates with other members of our firm across all three offices.

### Key Responsibilities:

- Investigate and resolve incidents and requests reported by firm members via telephone, email, and walk-ins
- Support and resolve issues with the MS Office suite of applications, including MS Word, Outlook, and add-ins
- Record, update, and resolve incidents and request tickets in NinjaOne
- Promptly address the technical needs of the users
- Boardroom or meeting set up and support including platforms such as Teams and Zoom
- Configure and support the firm's computers, mobile devices, and other peripherals
- Deploy, swap, upgrade, and securely dispose of hardware as required
- Maintain hardware inventory
- Participate in technology projects, initiatives and testing as assigned
- Participate in testing various systems during network maintenance after hours and/or over the weekends
- Be included in the afterhours support call rotation schedule
- Other duties and responsibilities as assigned

### Our Ideal Candidate:

- Presents a professional and polished manner
- Works well with others in a collaborative style and capable of working independently
- Demonstrates excellent interpersonal and relationship-building skills
- Possesses exceptional customer service skills
- Has excellent organizational and time management skills to meet tight deadlines

## Helpdesk Support Specialist Continued

---

### Key Qualifications and Experience:

- 3 years or more experience supporting people and applications
- College Diploma in technology discipline and/or related work experience
- Extensive experience with, and knowledge of, Microsoft Windows, Microsoft O365, and Document Management Systems
- Experience with various legal applications would be an asset
- Experience with remote access technology, including VPN and Citrix XenApp
- Experience with Active Directory and Microsoft Exchange administration
- Experience with troubleshooting and resolving hardware/software issues, including network printers
- Experience with configuring, troubleshooting and resolving issues with iOS and Android mobile devices

### What you will find at McLennan Ross:

- A highly professional environment that is built on a strong culture and spirit of team work
- Proven high quality of service and commitment
- Competitive compensation and benefits package

### Career Package:

We offer a challenging and progressive work environment together with an excellent and competitive salary/benefits package commensurate with qualifications and experience.

Qualified and talented candidates may submit their resume via email and include a cover letter to include some career highlights that demonstrate a strong fit to our requirements to:

McLennan Ross, Human Resources  
600 McLennan Ross Building  
12220 Stony Plain Road, Edmonton AB T5N 3Y4  
E-mail: [hr@mross.com](mailto:hr@mross.com)

### **About McLennan Ross:**

At McLennan Ross, you will find a community of people who are passionate about the work we do and who genuinely value and support one another. While we foster a team approach, we also value the diverse contributions and individuality of all our members.

With a shared commitment to excellence, we make a national impact through our work with clients across Canada. Our lawyers have been involved in numerous landmark cases, at all levels of the Canadian judicial system, including the Supreme Court of Canada. Many of our cases have profoundly affected the legal framework in which many businesses operate today.

Our open-door policy means you will benefit from a strong support base. It is our deep-seated belief that through continuous collaboration, we are not only providing our clients with the best possible service, we are cultivating an environment where everyone has the opportunity to learn and grow.

As a firm, we are defined by our values. They drive us. They inspire us. They inform everything we do.

### **Our Values:**

#### 1. Unrivaled Client Focus

Our client experience is second to none. We strive for excellence in Law and are always looking for creative, practical solutions to get the best results for our clients and the firm.

#### 2. Passionate and driven

We're all in! We are passionate about the work we do and are driven by results.

#### 3. Genuine and approachable

We are unpretentious and no one calls us stuffy. We welcome diversity and know that we are better together.

#### 4. Make a difference

We care about our clients, our community and each other and we want to make a difference in the lives of those around us.

Visit us online at [mross.com](http://mross.com).