



Letko, Brosseau & Associates Inc.

## Technical Support Specialist

**Letko, Brosseau & Associates** is an investment manager with offices in Montreal, Toronto and Calgary. The firm manages approximately \$28 billion on behalf of clients that include individuals, pension plans and charitable foundations. Founded in 1987, the firm has enjoyed strong growth as a result of excellent investment performance, attentive client service and high standards of business ethics.

### Main responsibilities :

- Provide support to users;
- Manage support calls and emails taking into consideration the level of urgency and priority;
- Identify, study, process and solve technical problems;
- Prepare and manage computer equipment configurations;
- Perform service and server restarts when necessary;
- Perform data archiving and restoration operations;
- Support Windows computer networks;
- Administer, install and configure computer hardware and software;
- Ensure the documentation of technical and IT security procedures;
- Maintain an inventory of computer equipment;
- Any other tasks directly related to the job.

### Experiences and skills required:

- 3 to 5 years of experience in technical support;
- Computer/network DEC or equivalent;
- Experience in a customer service and support environment;
- Learning ability and adaptability;
- Ability to manage priorities and multitasking;
- Strong analytical and problem solving skills;
- Teamwork and autonomy;
- Excellent oral and written communication skills in French and English;
- Attention to detail and rigour;
- Proactively seek opportunities to work on projects.

### Salary and Benefits:

- Very attractive and competitive base salary, plus annual bonus;
- Generous medical, dental and life insurance as well as long-term disability insurance plans as of day one;
- Employer contribution to a deferred profit sharing plan (DPSP);
- Corporate discount for your membership in a fitness center;
- Our offices are in downtown Montreal, easily accessible by public transit. Steps away from a great selection of restaurants and shops!

# LetkoBrosseau

Our mission is to provide a supportive and inclusive environment where all individuals can maximize their full potential.

If you are interested in the challenge, please submit your resume to [careers@lba.ca](mailto:careers@lba.ca).

We thank all candidates for applying, however only those selected for an interview will be contacted.