



Letko, Brosseau & Associates Inc.

Technical Support Specialist

Letko, Brosseau & Associates is one of Canada's leading independent investment management firms, serving both institutional and high net worth clients. The firm's approach is based on fundamental analysis, broad diversification, an international perspective, careful security selection and low turnover. This approach has generated solid long-term results for clients since the firm's foundation in 1987. Outstanding financial performance, superior customer service and high standards of business ethics are the firm's guiding principles that contributed to its success over the years.

Under the direction of the Director, IT, the position holder will ensure to provide first and second level technical support to users.

Main responsibilities :

- Provide support to users;
- Manage support tickets, calls, and emails taking into consideration the level of urgency and priority;
- Manage the helpdesk system and triage incoming tickets to escalate the requests when required;
- 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;
- Support and manage printers;
- 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.

Required profile:

- 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
 - The incumbent must provide technical support to all employees based in Montreal, Toronto or Calgary.
- Attention to detail and rigour;
- Proactively seek opportunities to work on projects.

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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!

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.

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