

## FASKEN MARTINEAU DUMOULIN LLP

### IT Help Desk/A-V Technician

Fasken Martineau DuMoulin LLP is a leading Canadian business law and litigation firm consistently ranked among the leading firms in Canada with a national presence in Vancouver, Calgary, Toronto, Ottawa, Montreal, Quebec City and an international presence in London, Paris and Johannesburg.

We have a position available in our IT Department for an experienced and dynamic Helpdesk/A-V Technician to join our team and take ownership of the operation of all audiovisual equipment including: videoconferencing equipment, microphones, projectors, computers, lighting and sound mixing equipment in meeting rooms.

#### **Duties & Responsibilities:**

This role requires a team player to help support the user community use the different technology services provided by IT. You have an in-depth knowledge of the operation of videoconferencing equipment, microphones, video recorders, projectors, computers, lighting and sound mixing equipment in meeting rooms. You also have a thorough knowledge of PC operation systems and configuration, installations/upgrades, problem identification and resolution.

Working with minimal direction and exercising strong initiative, judgment and confidentiality, duties include:

- Operation and support of the audio and video infrastructure including configuration and deployment of equipment as required for scheduled and ad hoc events;
- Develop, implement and maintain a booking system for audiovisual equipment;
- Assist staff and clients in the operation of A-V equipment;
- Provide routine advice and instruction to users of audiovisual equipment;
- Provide technical support for meetings, teleconferences, and webinars;
- Proactively interface with user community to understand requirements and set up needs;
- Track inventory of equipment, dispatch supplies and equipment as required;
- Carry out routine preventative maintenance of audiovisual equipment and make minor repairs;
- Provide First/Second-Level PC network and technical support to users on non-complex problems on all desktop issues;
- Working within established procedures and methods; prioritizing user requests utilizing a trouble ticket management system;
- Answering questions related to software and how to do tasks in Office 2010 and other specialized software;
- Blackberry, iPhone and iPad support.

#### **You will bring the following background and skills:**

- Proficiency in both Windows 7 and Office 2010;
- Excellent Customer Service skills;
- Excellent communication skills;
- A proven track record of working with users at various ability levels;
- Ability to deal calmly and effectively with people;
- The ability to use good judgment and multi-task within an ever changing environment;
- Willingness to work flexible hours.

**Experience Requirements:**

- A minimum of three years of related work experience preferably in a legal or corporate environment;
- At least 2 years of experience in a technical support or customer service environment;
- Diploma in Computer Science/Engineering or equivalent experience;
- Excellent communication and interpersonal skills;
- Detailed oriented, superior problem solving and troubleshooting abilities;
- Experience deploying desktops and applications with a central management system;
- Experience with a Cisco infrastructure for network and VOIP would be an asset;
- CompTIA or ITIL certified candidates will be given preference;
- Completion of a college or other program in audiovisual technology or a related field would be an asset.

**Qualifications:**

- Familiarity with all types of audio/visual equipment including all video formats, large video projectors, film projectors, slide projectors, PA systems, audio/video routers, computers and computer software, videoconferencing equipment;
- An understanding of video conferencing systems;
- An understanding of PA systems;
- A-V controller programming.

You are professional, positive, committed to results, readily develop a good rapport with your internal customers, believe that customer service is a priority and can function effectively in a fast-paced, dynamic work environment.

Candidates should submit a cover letter and resume detailing education, previous experience and salary expectations no later than **Friday, February 24, 2012** to:

**Sonia Kenward**

Director, Human Resources  
2900 – 550 Burrard Street  
Vancouver, BC V6C 0A3  
Email: [skenward@fasken.com](mailto:skenward@fasken.com)  
Web: [www.fasken.com](http://www.fasken.com)

*We thank all applicants for their interest however only those under consideration will be contacted.*

12-05