



Service Desk Specialist (Tier 2) – Vancouver

Anchored in our purpose to help clients achieve their financial goals, Odlum Brown has remained an independent, full-service investment firm for 100 years. Wholly owned by its team members, the firm continues its tradition of leadership in the financial community as one of BC's most respected investment firms.

We are honoured to be nationally recognized as one of Canada's Best Managed Companies and one of Canada's Most Admired™ Corporate Cultures, and to share the achievement of a century in business with our valued team members, clients and communities.

CULTURE AND VALUES

Guided by a set of timeless core values – Clients First, People, Accountability, Independence, Integrity and Community – we are very proud of the vibrant culture that we have built and sustained for many years. These values are the cornerstone of our culture and the 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. A recipient of a Canada's Volunteer Award from the Government of Canada, 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, motivated and experienced Service Desk Specialist (Tier 2) to join our award-winning firm in the Vancouver head office.

This role reports to the Supervisor, IT Operations and Service Desk. You will be the first point of contact, providing technical support to team members across the firm on a wide variety of systems, hardware and applications. This role requires on-call weekend support on a rotational basis. The position is primarily on site and is eligible for flexible work options.

RESPONSIBILITIES

- Provide support to both onsite and remote team members with technical assistance, from collecting information to troubleshooting and diagnostics
- Triage, monitor and manage support calls using Service Desk Management software



- Serve as first contact for ticket escalations for the Service Desk team
- Create, update and maintain IT knowledge-based articles and solutions to promote consistent first call resolution and knowledge sharing amongst team members
- Deploy and maintain endpoints such as desktops, laptops, servers, printers, phones, monitors, projectors and audio and video-conferencing systems for security, reliability and functionality
- Patch Microsoft Servers operating systems
- Manage windows-based VDI client endpoints
- Set up and monitor hardware and software, including diagnosing and resolving application issues
- Test hardware equipment and software applications
- Stay current on best practices and technology updates and apply changes to the technical environment
- Contribute to team discussions on process and productivity improvements
- Participate in key technical initiatives and special projects as required

KNOWLEDGE AND EXPERIENCE

- Minimum of two years in a Service Desk (Tier 2) role or related experience
- Technical degree, diploma, certificate or equivalent in a related field
- CompTIA A+ or other industry recognized certification and/or equivalent experience preferred
- Strong knowledge of the Windows environment (Windows 10)
- Excellent system analysis and troubleshooting skills
- Knowledge of Citrix and/or related virtualized environment
- Knowledge of hardware and software, and understanding of networking concepts
- Basic familiarity with Microsoft M365 platform
- Strong interpersonal and customer service skills
- Excellent verbal and written communication 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
- Cloud knowledge would be an asset

At 100 years young, 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 role, we invite you to submit a cover letter and resume to careers@odlumbrown.com by **June 9, 2023**.

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.