

Job Description - IT Help Desk Specialist

About us

The Lady Davis Institute (LDI) is an integral part of the Jewish General Hospital and has strong academic links to McGill University. All basic science and clinical investigators at the LDI have university appointments. The LDI boasts more than 200 researchers and their team, 100 administrative and support staff, and about 175 post-graduate students and post-doctoral fellows who receive their research training at the Institute yearly. Special areas of interest include Cancer Therapeutics, Molecular Oncology, Cell and Gene Therapy, AIDS/HIV, Aging, Hypertension and Cardiovascular Disease, Clinical Epidemiology, and Psychosocial Aspects of Disease. The LDI is one of the most productive hospital-based research institutes in Canada and Quebec in terms of peer-reviewed grant funding per square feet.

Role Summary

The IT Help Desk Specialist is the first point of contact for the users who call our IT Service Desk. While providing the highest level of customer service, the End User Support Technician answers incoming calls, tracks all information in a ticketing system, uses a knowledge base tool along with their expertise to resolve requests in a timely fashion. The End User Support Technician escalates unresolved problem/issues/requests to higher IT support tiers. Troubleshooting end user issues on various software applications, hardware, network and telecommunications systems and provide general **desktop assistance and guidance**.

Responsibilities

- Answer Service Desk phone line
- Use the ticketing system to track all incoming requests, log work done and track its work time.
- Setup of new PC, MAC and printers on the network
- Troubleshooting PC, MAC and printers and connectivity issues
- Provide assistance on general issues for PC and MAC
- Provide assistance to install software on a PC or MAC
- Troubleshooting of Office Applications, Outlook, Excel, Word
- Deliver minor IT projects
- Escalate major issues
- Improve processes by notifying the coordinator of any issues or updates needed on SOPs, Guides or Policies.



Required skills

- Excellent communication skills in French and English (spoken and written)
- Patience and demonstrated customer service skills
- Ability to work under pressure
- Meticulous and attention to detail
- Punctuality
- Good analytical and deduction skills
- Have a structured and organized work approach
- Flexibility and ability to adapt to change
- Be disciplined and autonomous
- Knowledge of Active Directory
- Knowledge of Office suite
- Knowledge of Windows 10 and 11 operating systems
- Knowledge of MAC operating systems
- Basic knowledge of networks (DNS, DHCP, etc.)
- Professionalism and attention to detail

Qualifications

- Solid experience in a similar position (minimum of 3 years)
- DEP in computer science or equivalent
- Relevant IT certifications would be an asset.

Benefits

- Medical insurance – Dental care
- 4 weeks of vacation
- Sick days
- RREGOP Pension Plan

We thank all candidates for their interest, but we will only communicate with the candidates selected for an interview.