

## JOB DESCRIPTION

### TITLE

Analyst

### ORGANIZATION

Lexum Informatique Juridique Inc (“Lexum”) develops some of the fastest and most popular legal information tools. The CanLII website – a Lexum development – is identified by virtually all Canadian lawyers as the most convenient resource for finding legal information. The technologies developed are used in numerous legal websites in Canada and abroad.

With a very low hierarchical structure, Lexum benefits from an outstanding level of employee retention due to a work culture that encourages autonomy, initiative and growth in the careers of professionals, as well as excellent team spirit. The company offers competitive compensation and excellent working conditions. It is one of Montréal 2024’s top employers. It employs some fifty people and is located in the heart of the Plateau Mont-Royal, at the corner of Saint-Laurent Boulevard and Rachel Street.

### SUMMARY

Reporting to the Product Development, Services and Customer Support Manager, you will respond to and interact with customers and users of Lexum’s products and services. You will develop a relationship of trust with Lexum’s customers, most of whom have been doing business with the company for many years.

### RESPONSIBILITIES AND TASKS

In collaboration with the Product IT team, you will participate in the development and quality assurance of Lexum’s products and services. You will take part in the customized product integration provided to customers and ensure that customers and users succeed in taking advantage of Lexum’s products and services on a day-to-day basis. You will also be involved in the delivery of projects that transform and enhance large volumes of legal documents. More specifically, you will progressively :

- Respond to customer inquiries via email, videoconference or telephone
- Ensure customer requests are documented, tracked and resolved promptly via Lexum work management tools
- Diagnose and resolve customer problems
- Prioritize emergencies requiring different expertise to resolve;
- Lead product development meetings;
- Participate in software alpha and regression testing;
- Manage data import or new functionality development projects;
- Provide training to customers; and
- Help improve the customer service team and related processes.

### REQUIREMENTS

You must have the following skills and qualifications:

- College or university studies in law, law librarianship, information technology or related fields;
- Work experience in the legal field, as a lawyer, in publishing, in customer service or technical assistance;

- Bilingualism in French and English, both written and spoken;
- Very good knowledge of office software such as Microsoft Word and Excel, as well as common electronic image and text formats: PDF, HTML, etc.
- Dynamic and motivated personality;
- Curious, autonomous and flexible temperament;
- Ability to make decisions and solve problems effectively;
- Ability to work rigorously and meticulously in an environment with little supervision;
- Interest in and excellent ability to learn new tools, software and technologies; and
- Excellent team spirit.

### **ABOUT THE OFFER**

We offer the following benefits and advantages:

- Permanent employment at 35 hours per week;
- Competitive salary, depending on experience, including a target bonus of 7.5% to 10%;
- Face-to-face and telecommuting work with a minimum of 2 days in the office per week;
- Work schedule according to normal office hours, with flexibility;

### **Conditions :**

- Casual dress;
- Health, dental, disability and life insurance;
- Employer RRSP contribution program;
- Training and development policy;
- Wellness and counselling programs;
- Annual paid leave: 4 weeks vacation, 5 sick days.

Hiring is conditional on a 6-month probationary period, starting subject to availability.  
Please send your application to [carriere@lexum.com](mailto:carriere@lexum.com), indicating "Analyst" in the subject line.