

JOB DESCRIPTION

TITLE

IT Technician

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

Lexum is looking for an IT technician to join an infrastructure team of two system administrators who work closely with a development team of some fifteen programmer-analysts. Reporting to the Infrastructure Team Leader, you will be responsible for maintaining and updating Lexum's IT assets, as well as administering the Cloud resources used by users. You'll be responsible for replacing a significant portion of the company's IT assets and fine-tuning their management with device management tools (MDM), as well as administering Lexum's resources on a variety of tools, including Exchange Online, SharePoint, Jira, Confluence and GitHub. Finally, you'll also be called upon to support the company's network and application environments.

RESPONSIBILITIES AND TASKS

- Replace devices deemed obsolete.
- With the help of the Microsoft Intune device management tool, manage IT assets, implement security strategies, and automate software installation.
- Manage user accounts on a hybrid Active Directory/Microsoft Entra domain.
- Manage e-mail resources (licenses, groups, distribution lists) on Exchange Online.
- Manage telephony from the Microsoft Teams administration console.
- Configure and maintain services that support the business: Microsoft 365 and Entra, Jira, Confluence, GitHub, Aruba, etc.
- Document systems, establish procedures, systematize and automate processes.
- Maintain the network environment of the company's offices (Wifi, Firewall, etc.) as well as the customer base.
- Provide support to users as needed.
- Be available to go to the office in case of emergency.

REQUIREMENTS

You must have the following skills and qualifications:

- Three years' experience in technical support

- Professional or technical diploma (DEC) in a relevant field.
- Excellent knowledge of Windows 10/11.
- Experience with Microsoft 365 (Exchange online, Microsoft Defender, Teams, etc.) and
- Experience in managing IT assets with an MDM tool: Intune, SCCM, or similar product.
- Basic network knowledge: subnet masks, firewall rules, ports, private/public addresses, etc.

Experience beneficial

- Experience managing Aruba network equipment or a similar product. (Meraki, FortiGate)
- Experience with one or more scripting languages (Python, Bash, PowerShell)
- Experience with "Infrastructure as Code" and configuration management systems (Terraform and Ansible)
- Experience with AWS core services (VPC, EC2, IAM, Organizations, Route 53, CloudWatch)
- Experience with Linux and/or macOS would be an asset.

Skills required

- Good command of written and spoken French
- Fluency in written English
- An open and pleasant personality
- A sense of initiative and the ability to self-manage
- A meticulous, responsible approach, with a concern for the availability and security of our systems.

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, indicating "Computer Technician" in the subject line.