

IT Support Technician.

Join a dynamic and professional team dedicated to making the traditional legal experience more personable. Located in downtown Montreal, our law firm offers a friendly work environment focused on our people and the quality of our services. De Grandpré Chait represents a unique blend of tradition and innovation.

Target profile.

De Grandpré Chait is seeking an IT Support Technician. Reporting to the Chief Information Officer, you will play a key role in shaping our teams' day-to-day technology experience. You will provide technical support to users, help evolve our IT environment, and contribute to various technology projects within the firm.

Responsibilities.

- Provide Level 1 and Level 2 technical support to users, both in person and remotely;
- Provide support for workstations, mobile devices, and peripheral equipment;
- Install, configure, and maintain computer hardware and software;
- Proactively and effectively diagnose and resolve technical incidents;
- Track requests in the ticketing system and document solutions;
- Provide support for the firm's technology and collaboration tools, including Microsoft 365, iManage Cloud, and artificial intelligence platforms such as Microsoft Copilot and ChatGPT Business;
- Contribute to the continuous improvement of IT tools and processes to optimize the user experience and operational efficiency;
- Collaborate with IT team members on various internal projects, including the modernization of technology environments, cloud computing, cybersecurity, and the deployment of artificial intelligence agents;
- Contribute to the development of best practices related to the secure and effective use of artificial intelligence technologies within the firm;
- Provide onboarding training for new employees;
- Provide support for conference rooms and audiovisual equipment;
- Participate in emergency technical support outside of business hours.

Required experience and knowledge.

- Hold a college diploma in computer science or a DEP in IT support;
- Have at least two (2) years of experience in a similar position;
- Have a good command of French, both spoken and written;
- Have knowledge of iManage Work, Kofax Power PDF, Microsoft Copilot, ChatGPT Business, and automation tools (a plus);
- Be comfortable with Word styles and managing Office templates (a plus).



Required skills.

- Excellent written and verbal communication skills;
- Creativity: innovative thinking to create engaging content;
- Organizational skills and the ability to manage priorities;
- Ability to meet tight deadlines;
- Professionalism, attention to detail, and initiative;
- Ability to work independently and as part of a team;
- Excellent customer service skills.

What makes working at De Grandpré Chait special?

With roots in the business community for over 90 years, De Grandpré Chait brings together more than 90 attorneys and notaries offering specialized expertise across various areas of law.

What we offer:

- > Attractive and competitive compensation ;
- > Comprehensive benefits packages ;
- > 35-hour workweek ;
- > Work-life balance ;
- > Training and development program ;
- > Social activities ;
- > New, fully renovated, modern, and bright offices ;
- > Easily accessible by public transit.

You would like to join our team?

Please send your resume to the following email address: recrutement@dgchait.com. Please note that we will only contact candidates selected for an interview.