

## JOB DESCRIPTION

### IT and Helpdesk Services Administrator

#### Come work at Burgundy!

Burgundy Asset Management Ltd. is a leading global investment manager providing discretionary investment management for private clients, foundations, endowments, pensions, and family offices. Founded in 1990, Burgundy strives to protect and build our clients' wealth over the long term. Burgundy is fully independent, and employee owned.

At Burgundy, our values of honesty, courage and always doing what is in the best interest of the client, are brought to life by the daily actions of our people. No matter the position, the right candidate shares our values and understands that everything we do, great or small, is in service of our clients.

#### Position Summary

Reporting to the Manager of Client Security and Systems Administration, the IT and Helpdesk Services Administrator will be a junior member of Burgundy's IT Infrastructure team. In this role, this IT member will solve various technical issues while maintaining a strong relationship with our clients. Troubleshooting should be done in a timely manner and should satisfy the client's needs to the best of their abilities. As the first level support agent, this member will be responsible for escalating issues to the appropriate team member, when necessary, resulting in issues being resolved as quickly as possible. Teamwork and communication will play a large part in this role.

#### What is in it for you?

At Burgundy our culture is one of radical responsibility. We thrive in an environment where we are continuously learning and improving in service to our clients and one another. The position provides an excellent opportunity to work with various groups across the firm. This is a junior role that will offer you the opportunity to learn and grow your IT skills. The environment will be fast paced but will be filled with learning experiences that will benefit you moving forward.

- Work in a dynamic, face paced, progressive and high performing team
- Leaders who will support your development through coaching and mentoring
- Access to future career opportunities
- Opportunities to do challenging work
- Ability to make a difference and have a lasting impact

#### Responsibilities

- First level client support
- Manage and resolve help desk tickets
- Triaging tickets
- Respond to support emails, calls, and text messages from clients
- Troubleshoot technical issues for both hardware and software (local and remote)
- Deploy and manage hardware and software
- Manage phone system
- Manage print server
- Documentation and reporting
- Assist with any meeting related setups
- Keep track of equipment stock levels
- Troubleshooting after hours when needed
- Meet with new employees and satisfy their IT requirements
- Imaging laptops

**Skills & Specifications**

Ongoing technical training may be provided where necessary, however, the candidate must already possess a good understanding of the technology field.

Skills and attributes required for this role are as follows:

- Good understanding of computer systems, mobile phones, and other devices (there will be an emphasis on Windows laptops, Microsoft Office products, and Apple iPhones)
- Excellent interpersonal and customer service skills
- Strong written and verbal communication skills
- Ability to quickly diagnose and troubleshoot technical issues
- Exceptional teamwork skills and ability to follow instructions
- Ability to learn new technologies and implement them
- Ability to multitask and ask for help when needed

**Required Qualifications**

- College diploma or university degree in the technology field

Additional knowledge that would be beneficial to the role:

- A+ Certification
- Network + Certification
- Microsoft Certification
- Other Technical certifications

Send your resume and cover letter to [careers@burgundyasset.com](mailto:careers@burgundyasset.com), referencing the job title (IT and Helpdesk Services Administrator) in the subject line. Deadline for submission is September 18 @ 5pm EST.

Burgundy Asset Management Ltd. is an equal opportunity employer. Accommodations on the basis of disability, and other accommodations as required by the Ontario Human Rights Code, are available on request at all stages of the selection process and during employment.