



## IT Applications Manager – Vancouver/Calgary

Lawson Lundell LLP is a leading regional Canadian business law firm with offices in Vancouver, Kelowna, Calgary and Yellowknife. The firm is recognized and respected by its peers in legal and business publications and was recently named one of BC's Top Employers for 2022. Business in Vancouver also recognized Lawson Lundell LLP as the fastest growing law firm in Western Canada. Our lawyers have received national and international recognition in numerous legal directories and publications. Our clients are leaders in the jurisdictions where we are located and around the world.

We are currently recruiting for the position of IT Manager for Applications Support. Join a team of IT professionals that enjoy technology and support each other in the delivery of exceptional IT services to the firm. This role is for a hands-on technical leader and outstanding troubleshooter, that can support and manage a wide variety of systems, from vendor-supported, enterprise applications to custom-developed applications.

### Standard Responsibilities:

Providing applications support & leadership to all users:

- Provide leadership and expertise in the management of Applications and Integrations, including deployment, upgrades, patching and vulnerability remediation.
- Manage the operations, support, management of applications for internal clients to support them in meeting business objectives and goals.
- Develop and maintain application roadmap for all applications together with the CIO and firm leadership.
- Work closely with project teams and IT support team to ensure smooth implementations and transitions to Production.
- Work with technology partners to ensure environment modifications interact appropriately, data conversion impacts are considered, and other areas of impact are addressed and meet performance requirements.
- Ensures operations and application users' documentation is current and readily available.
- Continuously seek innovative ways to improve the firm's technology landscape and application operations.
- Maintain SQL Server databases for applications and develop & maintain database packages, functions, and custom integrations.
- Make minor modifications and updates, as required, to .ASP pages, VBScripts, and PowerShell scripts.
- Respond to application support escalation requests, including after hours support, as necessary.
- Over time, become the resident expert on critical firm applications; specifically (but not limited to) the firm's new firm management system (Aderant Expert), document management system (iManage), and complex uses of Adobe Acrobat & MS Office applications.

### Qualifications:

- Post-secondary degree or diploma in Computer Science, Technology or similar program.
- A minimum of 3 years of recent experience working as an application developer, enterprise technical support analyst, SQL Server DBA, and/or IT Support Lead/Manager.
- Solid understanding of Windows 10/11 and Win Server 2016/2019/2022 operating system; and desktop & server application installation and upgrades.
- Understanding of core network concepts, remote access protocols, user authentication and authorization via Microsoft AD, Azure AD, and multi-factor authentication.
- Database management skills – knowledge and experience with MS SQL Server database environment, server upgrades, maintenance tools, and performance tuning procedures
- Advanced user of Microsoft Office suite, with extensive experience with developing and maintaining custom templates, macros, and configuring Office add-ons and extensions.
- Ideally have recent, professional experience with using Adobe Acrobat, including document editing, redacting, and protections.
- The ability to exercise sound judgment, discretion and, confidentiality, and to adapt to changing priorities.
- The ability to confidently manage technical support issues from start to finish.
- Self-motivated with excellent analytic, systematic, problem-solving skills, and extreme ownership.
- Excellent verbal and written communication skills in English
- Excellent Interpersonal skills and a positive attitude
- Ability to be resilient when dealing with stressful situations or people
- Willing to work flexible hours when required
- On-call for after-hours and weekend support escalations.
- This role is expected to work primarily on-site in either our downtown Vancouver or Calgary office.
- Successful completion of a Canadian criminal records check

If you are a professional, motivated hardworking team player with a positive outlook and would like to share your expertise with us, please submit your resume with a cover letter to **Kevin Bahng, Chief Information Officer** at [kbahng@lawsonlundell.com](mailto:kbahng@lawsonlundell.com).

### Exciting perks and benefits of working at Lawson:

- **Competitive Compensation**
- **Health Benefits:** extended health, dental, vision, out of country, life, AD&D
- **Fitness Benefit:** reimbursement for fitness equipment or fitness membership
- **Financial Benefits:** defined contribution pension plan matched by the firm, RRSP, TFSA, year-end bonuses and an employee referral bonus program
- **Fun Environment:** annual year end party, happy hours, staff appreciation week, and many other social events
- **Flexible work hours**
- **Awards:** long term service and bonus vacation awards

**What to expect**

- A commitment to diversity and inclusiveness; we believe that fostering a diverse and inclusive workplace benefits both our firm and clients
- An environment where constant learning is encouraged
- A fun and collaborative work environment
- A team of unique individuals who will help take your skills and experience to the next level
- A commitment to providing a discrimination-free and harassment-free workplace environment

**Although we thank all applicants for their interest in Lawson Lundell LLP, only shortlisted candidates will be contacted. No phone calls please.**