



For 35 years, Wilson Vukelich LLP has been a leader in business and tax law and a trusted advisor to its clients. Join our growing team as a **Junior IT Specialist!** We're looking for a proactive and enthusiastic individual ready to learn, support our users, and grow into a versatile IT professional.

Responsibilities:

- Provide first-level technical support to end users (in person, phone, and remote)
- Troubleshoot hardware, software, and network issues
- Set up and maintain workstations, laptops, and mobile devices
- Update the company website and publish posts on LinkedIn
- Manage email marketing campaigns via Mailchimp
- Perform basic troubleshooting for printers, copiers, and fax machines
- Install, support, and maintain operating systems and applications
- Manage user accounts and groups in Active Directory
- Assist with password resets and account lockouts
- Document technical issues and solutions in the helpdesk system
- Escalate complex issues to senior IT staff when needed
- Support IT projects, including system upgrades, hardware/software deployments, and migrations
- Set up AV equipment for webinars and video conferences; configure webcams, dual monitors, docking stations
- Provide first level on-site support for boardroom meetings and troubleshoot display/audio issues

Requirements:

- Diploma or degree in IT, Computer Science, or a related field
- 0–2 years of experience in a technical support role
- Familiarity with Windows 10/11, Microsoft 365, and standard business applications
- Understanding of basic networking (TCP/IP, DNS, VPN, Wi-Fi)
- Familiarity with Antivirus and Anti Malware software
- Excellent troubleshooting and communication skills
- Willingness to work after hours occasionally
- Strong customer service mindset and team spirit
- Self-motivated and eager to learn

Nice to Have:

- Exposure to iManage or Azure AD / Office 365 administration
- Experience in a legal or professional services environment

What We Offer:

- Hands-on training and mentorship
- A supportive, collaborative work environment
- Competitive salary and benefits package
- Opportunities for growth and skill development

If you are ready to take the next step and join our growing team, please reply in confidence to:

Kate O'Dette

Office Manager

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