



Position Title: IT Manager

Who We Are

Mann Lawyers LLP is a well-established and growing law firm with over 30 lawyers practicing in litigation, business law, wills and estates, real estate, family, employment, and environmental law. With 30+ years of trusted client service, we are known not only for our legal expertise but also for our commitment to integrity, professionalism, and long-term relationships—with clients and team members alike.

We are proud of the inclusive, respectful, and collaborative culture we've built, where authenticity is encouraged and diversity is celebrated.

The Role

We're looking for a seasoned **IT Manager** to take the lead in managing and advancing the Firm's technology infrastructure. This is a key role that ensures our systems are secure, resilient, and aligned with the business needs of a dynamic legal practice.

You'll oversee daily IT operations, manage our third-party MSP, guide tech strategy and improvements, and ensure compliance with industry standards and client requirements. You'll also support our professionals by delivering stable, secure, and efficient technology that enables them to focus on delivering exceptional legal service.

Type: Regular, Full-Time
Status: Existing Vacancy
Location: Ottawa, Ontario (In-office)

Key Responsibilities

General IT Management:

- Serve as the first point of contact for all internal IT issues, including general troubleshooting of issues, password resets, software malfunctions, photocopier issues, and hardware challenges. Document incidents and resolutions for future reference and training.
- Develop and maintain comprehensive documentation and step-by-step guides for common IT issues to reduce support requests.
- Implement reminders and training sessions for firm members regarding best practices for identifying spam/phishing/malicious emails.
- Explore AI-driven tools to streamline support operations and enhance overall efficiency.
- Offer ongoing training to staff on new systems, best practices, security awareness, and the effective use of AI tools to enhance firm-wide technological proficiency.

Account Management:

- Oversee the creation and management of user accounts for some applications and systems, ensuring timely access for new employees.
- Collaborate with the HR Manager on account creation for new hires and on disabling accounts for departing employees.

Third-Party Managed Services Provider Liaison:

- Act as the primary point of contact for our managed services provider, coordinating

technology-related visits and requests.

- Manage and escalate any issues or tickets to our managed services provider as necessary.
- Review reports and recommendations from the managed service provider and implement appropriate changes.

Network and Security Management:

- Review security reports and audits to identify vulnerabilities and ensure compliance with cybersecurity standards.
- Coordinate the implementation of cybersecurity programs.
- Analyze daily, weekly, and monthly reports from our cybersecurity provider and respond to urgent issues, tickets, etc., as needed.
- Attend quarterly review meetings with our cybersecurity provider to assess security measures and overall IT performance.

Technology Procurement and Vendor Management:

- Review and negotiate contracts for all technology renewals, including cell phones, software licenses, hardware, and third-party services.
- Actively seek out new technologies, including AI tools, obtain trial packages, and make recommendations to firm leadership.
- Organize and participate in meetings with external vendors and internal stakeholders to discuss IT strategy and advancements.
- Lead firmwide IT projects (i.e. AI integration, new software, etc.)
- Ensure vendors meet service-level agreements and performance expectations.

Budget Management:

- Prepare and manage the annual IT budget, making adjustments as necessary to meet the firm's financial objectives.
- Oversee IT asset lifecycle management, including procurement, depreciation, and disposal.
- Track software licensing and ensure compliance with usage terms.

Compliance and Audits:

- Conduct regular audits of software and user access to ensure compliance with licensing agreements and security protocols.
- Collaborate with the HR Manager to develop and update IT-related policies.
- Report on compliance, audit readiness, and IT risk to leadership.

Additional Responsibilities:

- Assist with technology setup for CPDs, webinars, virtual court appearances, and any other AV/technology-related matters.
- Liaise with external telecommunications providers for service issues.
- Setting up out-of-office notifications for users as needed.
- Manage the Firm's ethical wall process.
- On-site setup of monitors, ancillary devices, and internal office moves (technology).
- Track and manage printing and photocopying usage and report to management. Coordinate service calls as needed.
- Attend meetings with IT partner on a regular basis to discuss IT-related issues.
- Other duties, as assigned.

Qualifications

- College diploma or Bachelor's degree in Information Technology, Computer Science, or related field.
- Proven experience in IT management (minimum of 3 years), preferably within a legal or professional services environment.
- Strong understanding of cybersecurity principles and experience with managed service provider relationships.
- Excellent problem-solving skills and the ability to manage multiple projects simultaneously.
- Outstanding communication and interpersonal skills to effectively liaise with staff and external vendors.
- Ability to effectively present material to leadership in a clear and easily digestible format.
- Familiarity with legal applications, practice management software, and emerging AI technologies is an asset.

Other

- Some after hours on-site attendance may be required.
- Travel to the Perth office location may be required.
- Must be able to work in-office.

Expected Compensation

Salary is commensurate with experience. Health benefits are provided.

Artificial Intelligence

Mann Lawyers does not use Artificial Intelligence in the screening, assessment, or selection of applicants.

Applications & Accommodations

Mann Lawyers is committed to creating an inclusive workplace by providing a barrier-free recruitment and selection process. We are happy to provide reasonable accommodations throughout the selection process and while working at Mann Lawyers. If you have an accommodation request, require material in an accessible format, or need additional support with the application process, please contact us at 613-722-1500 or recruiting@mannlawyers.com. We welcome the opportunity to discuss accommodation of your disability and ensure fairness in our hiring process.

Mann Lawyers' Commitment

Mann Lawyers is committed to creating and maintaining a positive and inclusive environment for all individuals in the workplace. It is our policy to make decisions on hiring, promotions, rewards and other human resources issues based on merit (including a person's qualifications, ability and performance). We welcome applications from all qualified candidates.

Interested candidates should submit their application, in confidence, to recruiting@mannlawyers.com. Only candidates considered for the position will be contacted.

Thank you for your interest in Mann Lawyers LLP.