

Desktop Support Analyst

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$26.00 to \$34.00 hourly

Employment status: Contract / Temporary to Hire

Description

A client of ours in the Greater Sacramento, California area is looking to bring on a Senior Desktop Support individual. This is a 6-month temporary opportunity with potential for extension or hire. The Senior Desktop Support Specialist will be onsite at the Citrus Heights location and 25% of time will involve travel to their other locations in the Bay Area, and Redding. Reporting to the Information Systems Manager, the Senior Desktop Support is responsible for communicating technical escalation needs and providing onsite troubleshooting for internal colleagues. The Senior Desktop Support individual will focus their time and efforts to proactively improve triage process and close ticketing events for end users. The Senior Desktop Support will also lead hardware setup and deployment efforts.

Core Responsibilities

- Provide onsite IST support at client site locations including various tier 1 & 2 helpdesk support tickets, and requests that require hands-on intervention.
- Respond timely and accurately to user requests within IST designated SLA.
- Ensure proper documentation of support requests from initial in-take through completion.
- Prepare and process IT hardware and software equipment as needed.
- Conduct all Northern California staff onboarding, including New Hire orientation training and equipment disbursement.
- Maintain an up-to-date IST asset inventory.
- Provide guidance to users on functionality and support related business productivity software.
- Assist with the development of user reference guides, internal procedures, process improvement initiatives, and other materials, as assigned.
- Communicate efficiently and effectively with management, users, and internal/external resources for all assigned duties and tasks.
- Collaborate with other IST department analysts for support request resolution and when assigned on project tasks.
- Assist the IST department to ensure the agency's information technology and systems adhere to HIPAA, Department of Mental Health (DMH), Council on Accreditation (COA), and other regulatory or contractual requirements.

Requirements

Additional Qualifications

- 5 years of hands-on technical and relevant work experience; OR 5 years of experience working with helpdesk services, including user support operations, user training material development, user training delivery, systems analysis, and issue troubleshooting and resolution techniques.
- Experience supporting desktop computing environments, including Microsoft products, Windows, Azure Office365, Active Directory, and various other productivity software.
- Experience in a healthcare setting including support of clinical and billing operations for behavioral health is a plus.
- Networking and Firewall experience is a plus.
- Possess valid California driver's license, vehicle and maintain an insurable driving record under the client's liability policy and be able to travel between site locations – including Bay Area, Citrus Heights, and Redding.

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