

I.T. Support Specialist

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: \$23.00 to \$27.00 hourly
Employment status: Contract / Temporary

Description

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Robert Half has an exciting new opportunity available for a Help Desk Analyst role! If you a talented and passionate individual, you'd be great for this role. We're looking for someone who is comfortable handling complex end-user support issues and providing support to team members by focusing on restoring service to the end users. The ideal candidate is someone who can balance both technical and soft skills with a drive to deliver exceptional customer service. The opportunity to grow in the role is ever-present. Apply now!

Responsibilities

- Create Help Desk tickets in the designated ticket tracking system, provide an initial acknowledgment to the end user validating receipt of the ticket
- Resolve ticket, communicate resolution to the end user and obtain customer sign-off before closing ticket
- Escalate further to a more specialized support resource, a network resource, or possibly even a programmer or architect
- Take ownership of trouble tickets, working and tracking issues to a timely resolution
- Communicate with the Director of Managed Service for escalations or potential resolutions
- Help with supporting mobile devices such as iOS and Android devices
- Triage, investigate and communicate with other IT support team members
- Handle Tier 2 help desk escalations through ticket queue, email or phone, and when needed help with Tier 1 tickets as well

Requirements

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- High School Diploma
- 3+ years of relevant experience, or associate degree + 1 year of relevant experience
- Experience with Windows and Mac operating systems and hardware
- Knowledge of network basics (TCP/IP, DHCP, and DNS)

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