

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: \$23.75 to \$27.50 hourly
Employment status: Contract / Temporary

Description

You might be right for Robert Half's new job opening, if you are a Desktop Support Technician with a flair for clearly breaking down and explaining convoluted technical information in a way that is easily understood by non-technical users. We're looking for self-starters with strong problem-solving skills and a passion for working in an innovative environment. Located in the Reston, Virginia, area, this Desktop Support Analyst role is short-term contract / temporary in nature.

How you will make an impact

- Curate records of daily data communication transactions, issues and remedial actions taken or installation activities
- Provide computer desktop support in accordance with established policies and procedures
- Arrange hardware repairs with the appropriate vendors
- Offer support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Retain, investigate, and restore computer systems, hardware, printers, and computer peripherals
- Resolve computer problems, and give guidance on appropriate action/solutions
- Communicate regularly and effectively with ticket submitters

Requirements

- Desktop support or related experience
- Ability to write reports, business correspondence, user instructions, and procedure manuals
- Experience with Reset Passwords
- Strong familiarity with Active Directory
- Proven knowledge of Computer Hardware
- O 365 experience required
- General familiarity with Ticketing System
- Comprehensive knowledge of Microsoft Office 365
- Password Reset experience preferred
- Well-founded grasp of Desktop Hardware

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Questions? Call your local office at 1.888.490.4429. Robert Half will consider qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance. All applicants applying for U.S. job openings must be authorized to work in the United States. Benefits are available to temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

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