

Help Desk II

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: \$24.00 to \$28.00 hourly
Employment status: Contract / Temporary

Description

Key Responsibilities:

- Laptop imaging
- Provide 1st and 2nd level support.
- Track, route and redirect problems to correct resources.
- Walk customers through problem solving process.
- Follow up with customers, provide feedback and see problems through to resolution.
- Utilize excellent customer service skills and exceed customers' expectations.
- Ensure proper recording, documentation and closure.
- Recommended procedure modifications or improvements.
- Preserve and grow your knowledge of help desk procedures, products and services.

Requirements

Essential Skills & Experience:

- Active Directory
- Project Management
- Azure Active Directory
- SCCM
- Basic PowerShell Fundamentals
- Group Policy
- Network Fundamentals
- Microsoft Intune
- Microsoft Azure
- AWS Workspaces
- Office 365 / Exchange
- Able to troubleshoot PC, and Mobile Devices
- Windows 10
- Windows 2016
- Customer Service Skills
- onboarding
- offboarding
- Microsoft Teams
- VOIP Troubleshooting
- VPN troubleshooting
- Detail oriented
- Customer service focused.
- Exceptional written and verbal communication skills
- High School Degree required.

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

This Job Posting will expire in 10 days.