

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

Description

If you're looking for your next employment opportunity, contact Robert Half to find out more about becoming a Help Desk Analyst in an innovative and fast-paced work environment at a company in the detail oriented Services industry. We're looking for a creative with a talent for solving both routine and unique problems. Help support field users with a highly visible role that has a positive impact on both the department and the company. This Help Desk Analyst role is located in the Washington, District of Columbia area and is a long-term contract / contract / contract / contract / contract / contract / contract / contract / temporary opportunity.

Your responsibilities

- Contribute IT support for productivity software, operating systems, and a variety of other applications used internally
- Identify recurring technical issues and propose solutions to address the root of the problems
- Independently investigate and implement solutions to technical issues
- Reply and follow up on technical help tickets submitted via phone, email, and walk-ups

Requirements

- Ability to recognize, evaluate, and resolve problems effectively
- Firm grasp of basic networking concepts
- Solid understanding of Microsoft Windows 10
- Experience with Network+
- Deep understanding of customer service
- IT infrastructure libraries experience
- Active Directory experience required
- Demonstrated excellence in installing and configuring operating systems, networked and local printers, and business applications
- Experience in user administration and bug fixing in a client server environment
- IT support ticketing system experience desired

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All applicants applying for U.S. job openings must be legally authorized to work in the United States. Benefits are available to contract/temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

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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.