

## Help Desk Analyst 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 \$26.00 hourly  
**Employment status:** Contract / Temporary

---

### Description

#### WHAT YOU'LL DO

The primary responsibility will be to provide basic support and maintenance within the Information Technology department. This includes, but is not limited to, support of the following: printer/copiers, equipment maintenance and service, storage room maintenance, desk setups and A/V support. Other responsibilities may include basic laptop troubleshooting and other tasks as assigned.

#### YOU'RE GOOD AT

- Provide a high level of customer service while supporting office staff in a fast-paced environment
- Set up and support video conference and telecommunications systems for meetings
- Provide A/V support for special office events
- Maintain desk setups, including new hire setup, office moves and regularly monitoring all desks for extra, missing or malfunctioning equipment
- Assist staff as needed with missing or malfunctioning desk equipment
- Maintain Asset Management database
- Coordinate the repair and return of damaged laptops to Lenovo Depot Repair
- Printer support, including toner & paper refresh, ordering supplies, removing jams and recycling toner
- Coordinate the repair and maintenance of office printers with outside vendor
- Manage storage room inventory and cleanliness and order supplies when low
- Keep record of inventory on loan and follow up as needed for equipment return
- Coordinate asset disposal with vendor
- Coordinate IT courier services and FedEx shipments
- Assist staff on use of office equipment, including fax, scanner and copier
- Provide basic IT troubleshooting

---

### Requirements

- Provide a high level of customer service while supporting office staff in a fast-paced environment
- Set up and support video conference and telecommunications systems for meetings
- Provide A/V support for special office events
- Maintain desk setups, including new hire setup, office moves and regularly monitoring all desks for extra, missing or malfunctioning equipment
- Assist staff as needed with missing or malfunctioning desk equipment
- Maintain Asset Management database
- Coordinate the repair and return of damaged laptops to Lenovo Depot Repair
- Printer support, including toner & paper refresh, ordering supplies, removing jams and recycling toner
- Coordinate the repair and maintenance of office printers with outside vendor
- Manage storage room inventory and cleanliness and order supplies when low

Keep record of inventory on loan and follow up as needed for equipment return

Coordinate asset disposal with vendor

Coordinate IT courier services and FedEx shipments

Assist staff on use of office equipment, including fax, scanner and copier

Provide basic IT troubleshooting

---

### **Technology Doesn't Change the World, People Do.®**

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

Robert Half works to put you in the best position to succeed. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity - whenever you choose - even on the go. [Download the Robert Half app](#) and get 1-tap apply, notifications of AI-matched jobs, and much more.

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, including medical, vision, dental, and life and disability insurance. Hired contract/temporary professionals are also eligible to enroll in our company 401(k) plan. Visit [roberthalf.gobenefits.net](http://roberthalf.gobenefits.net) for more information.

© 2025 Robert Half. An Equal Opportunity Employer. M/F/Disability/Veterans. By clicking "Apply Now," you're agreeing to [Robert Half's Terms of Use](#).

---

[Apply Here For Job Posting](#)

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

**This Job Posting will expire in 10 days.**