

Techforce Staff Analyst-CIO Org

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

Job Summary: As a Techforce Analyst you will analyze troubleshoot and resolve incidents. The incidents and requests will vary from desktop to infrastructure-related issues. This will involve performing on-site analysis and resolution of hardware and software problems. You will be providing outstanding IT customer service while being the day-to-day contact point between internal customer management and vendors.

Required Skills/Experience

Experience collaborating with various teams in a service-oriented environment with a strong customer success focus

Experience troubleshooting issues researching solutions and problem-solving

Ability to learn and adapt quickly to new technologies and business requirements in a fast-paced dynamic global environment

Ability to solve complex incidents by applying known documented solutions and processes taking work items through to completion with minimal direct supervision

Ability to communicate with different audiences regardless of technical understanding across several channels including but not limited to: instant messaging emails video conferencing or face to face

Ability to leverage attentive listening to understand the needs of the customer and empathize with them

Bonus Skills/Experience

Experience supporting various operating systems in an enterprise environment including macOS Windows 10 Linux Ubuntu iOS and Android

Experience supporting various hardware in an enterprise environment including laptops Apple Dell and HP desktops Apple and HP corporate-owned mobile devices IOS/Android along with standard peripherals and hardware provisioning/imaging

Experience supporting and troubleshooting corporate networks and remote user environments with LAN WAN and VPN implementations globally.

Experience supporting and troubleshooting Active Directory-related issues

Experience with endpoint security tools anti-virus/anti-spam/firewall/patching/two-factor authentication

Experience supporting conferencing solutions Audio/Visual

Adherence to security policies and corporate best practices.

Contribute to ensuring content accuracy and updating internal and customer support documentation as needed

Requirements

Top 3-5 skill sets that would make a candidate stand out from the rest? Understanding of logical troubleshooting processes

experience with both face-to-face support and self-driven ticket work self manage and adapt quickly

Experience supporting customers in an Active Directory environment with SSO (Single sign-on)/2FA (two-factor authentication) Network connectivity and VPN support

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