

## 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

Desktop Support Technicians with the ability to communicate complex technical information to non-technical users in an understandable and concise format will find a great opportunity at Robert Half. Problem solvers who prefer to work in a challenging and positive environment may succeed this Desktop Support Technician role. This Desktop Support Analyst role is a short-term contract / contract / temporary opportunity based in the Reston, Virginia, area.

Your responsibilities

- Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Arrange hardware repairs with the appropriate vendors
- Interact regularly and effectively with ticket submitters
- Solve computer problems, and implement appropriate action/solutions
- Supply computer desktop support in accordance with established policies and procedures
- Support, examine, and repair computer systems, hardware, printers, and computer peripherals
- Create records of daily data communication transactions, issues and remedial actions taken or installation activities

### Requirements

- Desktop support or related experience
- Experience writing procedure manuals, user instructions, business correspondence, and general report writing
- O 365 experience preferred
- Strong familiarity with Active Directory
- Reset Passwords experience
- Password Reset experience
- Solid understanding of Microsoft Office 365
- Demonstrated knowledge of Desktop Hardware
- General familiarity with Ticketing System
- Adeptness in Computer 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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