

Help Desk/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: \$50000.00 to \$65000.00 yearly
Employment status: Permanent

Description

If you are looking for work as a Help Desk Analyst, you could find the right opportunity with Robert Half! This permanent employment opportunity is based in the Washington, District of Columbia area. You'll be right for this position if you have a can-do attitude and are looking to be part of a highly motivated team. Can you handle complex end-user support issues and provide support to team members by focusing and restoring service to the end users? This job might be for you. One of the most important parts, though, is how your role as the Help Desk Analyst relates to IT projects and IT Service Management initiatives. Another important piece of knowledge candidates should have is an understanding of Incident, Problem, Change Management and other processes. One of the most important parts, though, is how these processes work together to provide superior support and high availability of our business. This Service Desk Analyst job's main duty is to represent the Service Desk by liaising with 2nd and 3rd level teams to help transition new and changing services. That might mean creating knowledge articles and arranging training for other Service Desk Analysts when needed. You will be successful at this Analyst job if you can cover alternative shifts when needed. You'll be right for this position if you are a self-confident, motivated person with a strong work ethic and excellent communication skills who enjoys a fast-paced, team-driven environment.

What you get to do every day

- Understand concepts related to networks, servers, PCs, databases, proprietary systems, etc.
- Understand and utilize ITIL processes (Incident, Problem, Change, etc.) and how they are used in a corporate environment
- Provide guidance to Tier 1 support and team members
- Meet and exceed SLA standards: Close tickets in a timely manner, while upholding customer service standards
- Maintain hardware and peripherals: Responsible for upgrading and replacing computer parts; handle documentation and asset inventory
- Troubleshoot end user issues: Provide root-cause analysis on various web and mobile applications; handle escalated tickets relating to server/network related issues
- You might be good at this job if you believe you can facilitate user account management by handling onboarding, change and departure processes

Requirements

- 7+ years of experience supporting desktop/server operating systems and technologies such as Active Directory, DNS, Exchange and VMware
- Ability to multitask and meet deadlines
- You might be a good fit for this position if you have a combination of superior customer service skills and technical aptitude
- ITIL certification will strengthen your position for the job
- Solid understanding of Mac OS
- Knowledge of Google Suite
- Active Directory experience
- Ability to analyze complex business problems, propose effective solutions and understand and apply business vision and direction
- Ability to recognize, evaluate, and resolve problems effectively
- This position is best filled with someone who has technical skills to serve as escalation point for handling incidents and service requests related to application, operating system and other service related problems
- Can work independently with minimal supervision
- One or more programming or scripting language skills required

- Strong communication and social skills and able to receive criticism well

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This Job Posting will expire in 10 days.