

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: \$28.50 to \$33.00 hourly
Employment status: Contract / Temporary

Description

Robert Half is working with a company in the Financial Trans, Processing field to find a Desktop Support Technician with the ability to communicate complex technical information to non-technical users in an understandable and concise format. Problem solvers who enjoy working in a challenging and positive environment may do well in this Desktop Support Technician position. Located in the McLean, Virginia, area, this Desktop Support Analyst role is long-term contract / temporary in nature.

What you get to do every single day

- Develop records of daily data communication transactions, issues and remedial actions taken or installation activities
- Offer support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Match hardware repairs with the appropriate vendors
- Communicate regularly and effectively with ticket submitters
- Maintain, analyze, and fix computer systems, hardware, printers, and computer peripherals
- Rectify computer problems, and suggest appropriate action/solutions
- Supply computer desktop support in accordance with established policies and procedures

Requirements

- Ability to write reports, business correspondence, user instructions, and procedure manuals
- Expertise in Basic Network Troubleshooting
- Troubleshoot Hardware experience
- Adeptness in Troubleshoot Network
- Previous experience working with ShoreTel - VOIP
- Network Troubleshooting experience preferred
- General familiarity with MS Windows 10
- Demonstrated knowledge of Troubleshoot
- Citrix experience highly preferred
- VoIP System experience highly valued
- Practical knowledge of Microsoft Access
- Background working with CRM
- Earlier work involving CRM
- Proficiency in Hardware Troubleshooting
- Good understanding of VoIP
- Basic Troubleshooting experience desired
- 2+ years of desktop support or other related experience

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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.