

IT Support Technician 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: \$30.00 to \$35.00 hourly

Employment status: Contract / Temporary to Hire

Description

Robert Half (Technology Solutions) is searching for an IT Support Technician II (White-Glove Service) with a background supporting executives, Windows OS, Mobile Devices, A/V, AD, SCCM, O365, etc. If this sounds like your background, then this IT Support Technician II (White-Glove Service) role is for you. For this opportunity, you will work near the Newport Beach, CA area.

Position: IT Support Technician II (White-Glove Service)

Hours/Duration: 40 hrs/wk, M-F, CTH or FTE

Top Skills: Supporting Executives (VIP / White-Glove Service), Windows OS, Mobile Devices, A/V, AD, SCCM, O365 for Public Sector / Government

Onsite/Remote: Onsite

Company: Public Sector / Government

We are looking to present candidates immediately and this IT Support Technician II (White-Glove) position will not be open long. You can apply for this position today by sending your resume to Brendan.Steele@rht.com or texting me at (310) 905-6878 (email text-line). You can also connect with me on LinkedIn at ([linkedin/in/brendan-steele-177770101/](https://www.linkedin.com/in/brendan-steele-177770101/)).

Requirements

- IT Support Technician (handling a variety of different tasks supporting 11 different verticals) – Generalist skillset, MSP background
- Support of hardware/software, desktops, PCs/laptops, peripherals, telecom equipment, mobile devices, tablets
- Deploy hardware, troubleshoot computer/workstation hardware and software
- Handle incoming tickets and provide deskside/remote access incidents. Majority of tickets are L1 issues
- Lifecycle replacements of phones, hardware, devices, A/V equipment, TVs/cameras, etc.
- Strong demeanor to handle a variety of phone calls for the department, general users, ambulance/police officers, fire/beach sector, all the way up to executives/VIPs
- Ticketing: Service Desk | 30-40 tickets/day across all divisions (among the team)
- Skills (will handle a lot of these functions): Active Directory (Groups, OU, Forests), Office 365, SCCM, etc.
- Windows shop, Apple phones/tablets
- Key Qualifications: Attitude, Demeanor, Etiquette, Professionalism, User Interfacing, Versatile Skillset, Fast-Paced Work Ethic, Enterprise Ticketing, Windows OS, Apple Mobile/Devices, PC Support
- What Works: Follow Directions/Procedures, Do Repetitive Tasks, Wear Multiple Hats, Has Enterprise Technical Expertise (Understanding PCs apart of 1 Domain), Field Calls from Different Departments, Need to be Competent
- Number 1 Skills: Hunger, Motivation, Attitude

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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.