

## IT Support Technician

**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:** \$25.00 to \$32.00 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

\*Email [brendan.steele@rht\(.com\)](mailto:brendan.steele@rht.com) for consideration\*

Robert Half (Technology Solutions) is searching for an IT Support Technician with a background in corporate/professional settings and supporting AD, O365, Windows OS, etc. If this sounds like your background, then this IT Support Technician role is for you. For this opportunity, you will work near the Riverside, CA area.

**Position:** IT Support Technician

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

**Top Skills:** Supporting Users in a Corporate/Professional Setting, AD, O365, Windows OS

**Onsite/Remote:** *Onsite*

**Company:** Manufacturing / Logistics

We are looking to present candidates immediately and this IT Support Technician position will not be open long. You can apply for this position today by sending your resume to [Brendan.Steele@rht\(.com\)](mailto: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/)).

### Day-to-Day:

- Handle all Incoming Calls / Tickets from Users and Resolve Issues Autonomously
- Perform Desktop-related Tasks when not Supporting Tickets
- Active Directory: Setup User Accounts, Provisioning, Password Resets, Logging In, etc.
- General Help Desk Ticketing (User Support), Desktop Deployments, Imaging, Configurations
- Setup Laptops (Windows), PCs, Devices, Desktops, etc.
- Advanced Windows OS Troubleshooting (Internet Speed, Reboot, Bugs, etc.)
- Handle VPN / Wi-Fi Connectivity Requests, Printer Issues, Service Requests, etc.
- Administer Office 365 applications
- Ticketing System: Dell KACE
- Userbase: 200
- Ticket volume: 30-40/day

### Requirements

#### Top Skills:

- 1 Years+ of IT Support
- White-Glove / VIP Interaction (working alongside executives in a corporate environment)
- Customer Service
- Strong Windows OS Troubleshooting
- Microsoft Office 365 App Support
- Active Directory Provisioning
- Excellent Customer Service and Communication Skills
- Flexible and Adaptable to Support Various Users/Employees
- Professional and Polished User-Interaction Skills

- Remote/Deskside Troubleshooting
- Hardware Support (Desktops, Laptops, Devices, Printers, VoIP Phones, Network Equipment, etc.)
- Access/Connectivity/Wireless Printer Support, VPNs, Wi-Fi Troubleshooting
- Background: Manufacturing, Distribution, Logistics (nice to have)

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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.**