

## Help Desk Analyst 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:** DOE

**Employment status:** Contract / Temporary to Hire

### Description

Looking for a new opportunity? Your next position might be this growing company's Help Desk Analyst role in the Retail field! You should apply today 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. We need a Service Desk Analyst who can represent the Service Desk by liaising with 2nd and 3rd level teams to help transition new and changing services. In the course of your work, you might need to create knowledge articles and arrange training for other Service Desk Analysts when needed. This job requires you to handle complex end-user support issues and provide support to team members by focusing and restoring service to the end users. You should also know how your role as the Help Desk Analyst relates to IT projects and IT Service Management initiatives. If you understand Incident, Problem, Change Management and other processes, you will have an edge over the competition. We also need the chosen candidate for this position to know how these processes work together to provide superior support and high availability of our business. There is a chance that you could cover alternative shifts when needed.

#### Your responsibilities

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

### Requirements

- Must be able to work independently with minimal supervision
- Candidates who have a combination of superior customer service skills and technical aptitude will be preferred
- We really want someone with ITIL certification for this job
- Strong communication and social skills and able to receive criticism well
- Candidates who have technical skills to serve as escalation point for handling incidents and service requests related to application, operating system and other service related problems will be preferred

- One or more programming or scripting language skills required
- Be able to prioritize workload and perform in a fast-paced and challenging environment
- 3+ years' of experience supporting desktop/server operating systems and technologies such as Active Directory, DNS, Exchange and VMware
- Okta experience
- Experience with Microsoft Office 365
- Knowledge of Active Directory
- ServiceNow Platform experience
- Servicenow Application experience preferred
- Critical thinking, problem solving, ability to work independently
- Complex problem solving skills are a must. Candidate must be able to analyze complex business problems, propose effective solutions and understand and apply business vision and direction

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**This Job Posting will expire in 10 days.**