

Help Desk

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

Description

We are currently seeking a passionate and reliable individual for a Help Desk Contractor position in our IT department at Hoffman Estates, IL. If you have an unquenchable thirst for technology and problem-solving, this is the perfect opportunity for you!

Responsibilities:

1. Provide technical support on IT-related issues to our employees, identifying, troubleshooting and resolving problems quickly and accurately.
2. Use active directory to manage user accounts, permissions, and settings.
3. Manage and maintain Windows 10 systems, performing installations, updates, and troubleshooting.
4. Track, prioritize, and document requests using a ticketing system, ensuring details are clear and timelines are followed.
5. Collaborate with the other members of the IT team, and connect with third-party vendors when necessary.
6. Contribute to IT-related projects on an as-needed basis.

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Requirements

1. Proven experience as a Help Desk Technician or similar IT role.
2. Strong knowledge and experience with Active Directory and Windows 10.
3. Experience with any leading ticketing system.
4. Excellent problem-solving and communication skills.
5. Ability to maintain a high level of professionalism and provide top-notch service to all employees.
6. Must be able to handle stress and remain calm in a fast-paced environment.
7. Relevant certification or degree is preferred.

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