

Desktop Support

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

In this role, you will need to excel at explaining intricate technical information to the non-technical user. Are you a driven individual who is most productive in an active and positive environment? If so, Robert Half has a Desktop Support Technician role that may be the position for you. Motivated candidates with effective problem-solving abilities will be preferred for this position. Located in the Jacksonville, Florida, area, this Desktop Support Analyst role is long-term contract / temporary in nature.

Responsibilities

- Meet regularly and effectively with ticket submitters
- Offer your support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Solve computer problems, and implement appropriate action/solutions
- Supply computer desktop support in accordance with established policies and procedures
- Support records of daily data communication transactions, issues and remedial actions taken or installation activities
- Preserve, inspect, and mend computer systems, hardware, printers, and computer peripherals
- Arrange hardware repairs with the appropriate vendors

Requirements

- Solid understanding of MS Windows 10
- Knowledge of Active Directory
- Ability to quickly write reports, business correspondence, user instructions, and procedure manuals
- Desktop support or related experience

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