

## 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 to Hire

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### Description

Robert Half might have the Help Desk Analyst job for you, if you want to work in an innovative and fast-paced environment. Creatives with talent for solving both routine and unique problems will be a great fit for this position. The ideal candidate is ready to support local and field users in a highly visible role that has a positive impact on both the department and the company. This Help Desk Analyst role is based in the Jacksonville, Florida area and is a long-term contract / temporary opportunity.

How you will make an impact

- Reply and follow up on technical help tickets submitted via phone, email, and walk-ups
- Independently investigate and implement solutions to technical issues
- Spot recurring technical issues and deploy solutions to address the root of the problems
- Provide IT support for operating systems, productivity software, and a variety of other applications used internally

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### Requirements

- Experience with IT support ticketing systems
- Deep understanding of User Setup
- MS Windows 10 experience desired
- Active Directory experience required
- Ability to simplify complex problems and build solutions
- Demonstrated knowledge of user administration and bug fixing in a client server environment
- Understanding of basic networking concepts
- Background in installing and configuring operating systems, networked and local printers, and business applications

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