

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: Permanent

Description

Robert Half is looking for a desktop support technician with the ability to present complex technical information to non-technical users in an understandable and concise format. If you're a self-motivated problem solver who loves to work in a dynamic and positive environment, this may be the role for you.

What you get to do every single day

- Provide computer desktop support to local & remote locations in accordance with established policies and procedures
- Maintain, analyze, and fix computer systems, hardware, printers, and computer peripherals
- Coordinate hardware repairs with the appropriate vendors
- Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Ensures the integrity of all electronic data records by following company quality standards
- Track equipment inventory and collaborate on potential purchases
- Own and execute technology implementation projects
- Resolve computer problems, and advise/implement appropriate action/solutions
- Communicate regularly and effectively with ticket submitters
- Maintain records of daily data communication transactions, issues and remedial actions taken or installation activities

Requirements

What you bring to the role

- Bachelor's degree in Computer Science or technical degree preferred
- 2-4 years related experience
- Ability to write reports, business correspondence, user instructions, and procedure manuals

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