

## Help Desk Analyst

**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:** \$28.00 to \$30.00 hourly  
**Employment status:** Contract / Temporary

### Description

Seeking for a Full Time Help Desk Analyst experience in IT Support roles with strong knowledge in computer hardware, networking, software installation, and troubleshooting.

### Requirements

#### Job Responsibilities:

- Provide technical support and troubleshooting for computer hardware, peripherals, and software issues.
- Assist in maintaining and managing the firm's network infrastructure.
- Install, configure, and update desktop software and hardware as needed.
- Manage and maintain knowledge of VoIP phone systems, including setup, troubleshooting, and support.
- Familiarity with mobile phone operating systems platforms and hardware functionality.
- Provide direct support to staff members, resolving IT-related issues in a timely manner.
- Maintain accurate asset inventory records for all IT equipment and software licenses.
- Collaborate with software and hardware vendors to troubleshoot and resolve technical issues.
- Knowledge of remote access technologies including VPN, RDP, and terminal services.
- Assist in implementing IT policies and procedures to ensure compliance and security.

#### Requirements:

- Bachelor's degree in Computer Science, Information Technology, or related field preferred.
- Minimum of 3 – 5 years of experience in IT support roles, preferably in a similar environment.
- 2 - 3 days in office presence.
- Strong understanding of computer hardware, peripherals, and basic networking concepts.
- Proficiency in Windows 10 and/or 11 operating systems, as well as the Microsoft Office Suite.
- Experience in the MAC OS environment for remote users.
- Excellent troubleshooting and problem-solving skills.
- Ability to work independently and as part of a team.
- Strong communication and interpersonal skills.
- Proven ability to multitask and prioritize in a fast-paced environment.
- Relevant certifications such as CompTIA A+, Network+, or Microsoft Certified Professional (MCP) are a plus.

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