

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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