

## Help Desk Analyst I

**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 help desk analyst to support local and field users in a growing company. To be successful in this role, you should be a creative problem solver who enjoys working in a dynamic and rapidly-changing work environment. Because this role is very visible within the company, you will have the opportunity to make a positive impact on the department and organization.

What you get to do every single day

- Respond and follow up on technical help tickets submitted via phone, email, and walk-ups
- Provide IT support for Windows, Microsoft Office, and a variety of other applications used internally
- Independently investigate and implement solutions to technical issues
- Identify recurring technical issues and propose solutions to address the root of the problems

### Requirements

What you bring to the role

- Experience installing and configuring Windows OS, networked and local printers, and business applications
- Windows 7 administration and bug fixing in an Active Directory environment
- Excellent problem solving skills in Microsoft Office applications
- Basic TCP/IP networking concepts
- Audio/Visual setup and support
- Experience with IT support ticketing systems

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