

Help Desk Analyst III

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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