

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: \$23.75 to \$27.50 hourly
Employment status: Contract / Temporary

Description

Do you excel at coming up with creative solutions to technical issues? Robert Half is seeking a Help Desk Analyst to accommodate field users in an ever-changing, active environment. If you have strong problem-solving skills and a passion for making effective change within an organization, this may be the Help Desk Analyst position for you. This Help Desk Analyst role is located in the Garland, Texas area and is a long-term contract / contract opportunity.

What you get to do every single day

- Offer IT support for operating systems, productivity software, and a variety of other applications used internally
- Independently investigate and implement solutions to technical issues
- Solve technical help tickets submitted via phone, email, and walk-ups
- Identify recurring technical issues and propose solutions to address the root of the problems

Requirements

- Good understanding of IT support ticketing systems
- Working knowledge of user administration and bug fixing in a client server environment
- Hardware & software installation experience desired
- Desktop Hardware experience required
- Basic Troubleshooting experience preferred
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- Ability to recognize, evaluate, and resolve problems effectively
- Background in installing and configuring operating systems, networked and local printers, and business applications
- Firm grasp of basic networking concepts

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

This Job Posting will expire in 10 days.