

Helpdesk Support

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: \$26.00 to \$26.00 hourly
Employment status: Contract / Temporary

Description

Robert Half has a client in Torrance, CA that is adding 6 new people to their team on site. 1st and 2nd shift position available. These are long term contract opportunities supporting our client's employees with L1 incidents.

This is a great job for someone who excels at coming up with creative solutions to technical issues. Robert Half is seeking a Help Desk Analyst to accommodate internal employees in an ever-changing, active environment with a company in the financial and retail industries. We especially want to hear from Help Desk Analyst candidates with strong problem-solving skills and a passion for making effective change within an organization.

Major responsibilities

- 1st line of support for IT incidents across the organization.
- Providing support to onsite and remote workers.
- Troubleshooting network connectivity incidents related to VPN access or VDI instances.
- Provide IT assistance for Windows or Mac operating systems, productivity software, and a variety of other software applications used internally
- End user and device management in Active Directory
- Troubleshoot incidents with SSO or MFA.
- Pinpoint recurring technical issues and present solutions to address the root of the problems
- Independently investigate and implement solutions to technical issues
- Reply and follow up on technical help tickets submitted via phone, email, or chat.
- Follow escalation and notification processes to management
- Create, update, add documentation, manage flow or close tickets in ServiceNow for IT incidents.

Requirements

- Proven knowledge of Microsoft OS and O365
- Practical knowledge of Active Directory, SSO and MFA
- Good understanding of change management
- General familiarity with Troubleshoot and using remote tools to support end users.
- Microsoft Office 365 experience desired
- Well-founded grasp of Workstation Support to include VPN access and VDI Instances.
- Strong problem-solving skills
- Background in installing and configuring operating systems, networked and local printers, and business applications
- IT support ticketing system experience desired

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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.