

## 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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