

IT Field Engineer

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: \$27.00 to \$31.00 hourly

Employment status: Contract / Temporary to Hire

Description

You'll be a good fit for this position if you excel at explaining intricate technical information to the non-technical user. This is a great job for a driven individual who is most productive in an active and positive environment. You might be the Desktop Support Technician Robert Half is looking for, if that sounds like you. The ideal candidate for this position is motivated and has effective problem-solving abilities. This Desktop Support Analyst position, which is a long-term contract / temporary to hire opportunity, is located in the Lexington, Kentucky, area.

Key responsibilities

- Communicate regularly and effectively with ticket submitters
- Offer your support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Keep up, explore, and fix computer systems, hardware, printers, and computer peripherals
- Offer computer desktop support in accordance with established policies and procedures
- Create records of daily data communication transactions, issues and remedial actions taken or installation activities
- Rectify computer problems, and suggest appropriate action/solutions
- Match hardware repairs with the appropriate vendors

Requirements

- Knowledgeable when it comes to writing reports, business correspondence, user instructions, and procedure manuals
- Solid understanding of Desktop Support
- Desktop support or related experience

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