

## Help Desk Analyst I

**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:** \$19.00 to \$22.00 hourly  
**Employment status:** Contract / Temporary

### Description

You might be interested in Robert Half's new job opening for a Help Desk Analyst, if you want to work in an innovative and fast-paced work environment at a company in the Restaurants & Catering industry. You'll love this job if you are a creative with a talent for solving both routine and unique problems. This is a position that will support local and field users as a highly visible role that has a positive impact on both the department and the company. This Help Desk Analyst role is located in the Lebanon, Tennessee area and is a long-term contract / temporary opportunity.

What you get to do every day

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

### Requirements

- Experience installing and configuring operating systems, networked and local printers, and business applications
- Working knowledge of user administration and bug fixing in a client server environment
- Knowledge of Computer Imaging
- Comprehensive knowledge of MS Windows 10
- Prior experience with IT support ticketing systems
- Firm grasp of basic networking concepts
- Excellent problem-solving skills

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**This Job Posting will expire in 10 days.**

