

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.

