

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/05/2024



94303  
Palo Alto, CA, 94303

## Desktop Support Analyst

**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:** DOE  
**Employment status:** Contract / Temporary

### Description

Robert Half has a Desktop Support Technician role open that you might be interested in, if you have the ability to communicate complex technical information to non-technical users in an understandable and concise format. If you are a problem solver who enjoys working in a challenging and positive environment, this may be the Desktop Support Technician position for you. This Desktop Support Analyst position, which is a long-term contract / temporary opportunity, will be first line of support as a Tier 1 technician. IT is located in the Palo Alto, California, area.

### Responsibilities

- Resolve computer problems, and give guidance on appropriate action/solutions
- Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Supply computer desktop support in accordance with established policies and procedures
- Meet regularly and effectively with ticket submitters
- Arrange hardware repairs with the appropriate vendors
- Keep up, explore, and fix computer systems, hardware, printers, and computer peripherals
- Develop records of daily data communication transactions, issues and remedial actions taken or installation activities

### Requirements

- 1+ years in a Desktop support or related experience
- Knowledgeable in troubleshooting MS Office 365
- Comprehensive knowledge of MS Windows 10
- Printer, Wi-Fi connectivity and peripheral support

\*\*\*Apply directly or call Janette Hernandez at 415-565-7455\*\*\*

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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.**