

## 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:** \$27.25 to \$31.50 hourly  
**Employment status:** Contract / Temporary

### Description

Robert Half has a great opportunity for a Help Desk Analyst! If you want to work in an innovative and fast-paced work environment at a company in the High Tech - Pharm/Biotech industry, this could be the Help Desk Analyst role for you. The Help Desk Analyst will be supporting local and field users in a highly visible role that has a positive impact on both the department and the company is the essence of this position. This Help Desk Analyst role is located in the Alameda, California area and is a 6-month contract to hire opportunity.

### Major responsibilities

- Independently investigate and implement solutions to technical issues
- Troubleshoot recurring technical issues and suggest solutions to address the root of the problems
- Solve technical help tickets submitted via phone, email, and walk-ups
- Deliver IT support for operating systems, productivity software, and a variety of other applications used internally

### Requirements

- Creative problem solver who anticipates risks and opportunities and maintains a vision for continuous improvement
- User administration and bug fixing in a client-server environment
- Experience installing and configuring operating systems, networked and local printers, and business applications
- Experience with IT support ticketing systems
- PC Hardware experience
- Mac OS experience desired
- Deep understanding of Imaging Devices
- Firm grasp of basic networking concepts
- 1+ years of prior experience

Submit your resume directly OR call Ivie Smith at (510)379-4166 for immediate consideration for this Help Desk Analyst role. Interviews are being conducted this week.

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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.**

