

## 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.

### Technology Doesn't Change the World, People Do.®

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

Robert Half puts you in the best position to succeed by advocating on your behalf and promoting you to employers. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity – even on the go. [Download the Robert Half app](#) and get 1-tap apply, instant notifications for AI-matched jobs, and more.

Robert Half will consider qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance. All applicants applying for U.S. job openings must be authorized to work in the United States. Benefits are available to temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

© 2023 Robert Half. An Equal Opportunity Employer. M/F/Disability/Veterans. By clicking "Apply Now," you're agreeing to [Robert Half's Terms of Use](#).

[Apply Here For Job Posting](#)

Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

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

