

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/07/2024



95051  
Santa Clara, CA, 95051

## 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:** \$33.25 to \$38.50 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

**Title:** IT Support Engineer

**Location:** Santa Clara

**Remote/Onsite:** Onsite

**Work Schedule:** 8am-5:30pm

**Technology Top Skills:** Windows 10, office 365, MDM (Intune), Network Familiarity

Robert Half is looking for an IT Support Engineer in Santa Clara, California. The IT Support Engineer will be responsible for both incoming calls and submitted tickets. It will also triage request escalated to other teams or vendors until completion. On a rotational basis with other team members, support entails after business hours including weekends. To thrive in this role, you should be a natural problem solver and have a strong sense of ownership. Apply for this position today if you think you are a self-confident, motivated person with a strong work ethic and excellent communication skills who enjoys a fast-paced, team-driven environment. Submit your application for this exciting opportunity!

### Requirements

#### Top Requirements

- Strong professional demeanor and work ethic
- Experience in providing technical support onsite/remote
- Experience in deploying both software/hardware
- Experience in installing, configuring, and troubleshooting in a Windows/Mac environment
- Experience on escalating and engaging with vendors for support
- Experience in troubleshooting basic/intermediate network issues
- Strong familiarity with Microsoft Windows, Office365 and Azure.
- Knowledge of Apple/Android OS

**\*\*For immediate consideration please apply here and connect with Nadia Jimenez on LinkedIn**

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Questions? Call your local office at 1.888.490.4429. 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.

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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.**