

## 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

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### Description

**Title:** IT Support Engineer

**Location:** South San Francisco

**Remote/Onsite:** Onsite

**Technology Top Skills:** Windows 10, Mac OS,

Robert Half is looking for an IT Support Engineer in South San Francisco. The IT Support Engineer will provide support for computer hardware, networking, operating Systems, and application software.

You will troubleshoot and solve straightforward problems that do not already have documentation and create it when needed.

### Essential Duties:

- Provide Tier 1-2 Support
- Write and implement technical guides to resolve basic issues and understand common workflows
- Analyze IT Support inquiries to identify recurring user problems, recommend solutions, identify areas where service can be improved, and establish improvement plans
- Evaluate and implement policies and procedures regarding how user inquiries are identified, received, documented, distributed, and corrected
- Assist with onboarding /offboarding of employee's
- Ticketing Support using Jira

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### Requirements

#### Top Requirements

- 1-2 years experience in a technical support role
- 1+ years of experience in one or more of the following: Microsoft Administration, Linux Administration
- Experience with troubleshooting AV equipment
- 1+ years or experience with networking concepts such as DNS, DHCP, SSL, OSI Model, and TCP/IP
- 1+ years of experience in PC repair, troubleshooting, deployment, and liquidation
- You can communicate effectively (verbally and in writing) and build strong relationships with internal business teams and external stakeholders
- Knowledge of Networking and HTTP/S Protocol

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

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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.**