

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/13/2024



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

Title: Desktop Support

Location: Palo Alto, California

Remote/Onsite: Onsite

Technology Top Skills: Windows 10, Active Directory, SCCM, Airwatch

Robert Half is looking for a Desktop Support Specialist in Palo Alto. The Desktop Support role will provide user support and customer service on company supported hardware, applications, and platforms. Desktop Support Specialists will also be responsible for monitoring all tickets in our ticketing system and ensuring timely resolution and closure. 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!

### Essential Duties:

- Provide Tier 1-2 Support
- Assist End Users,
- Imaging PC's and setting up laptops, using SCCM
- Experience with AD- adding/deleting users, etc.
- Respond to requests for technical assistance in person, phone, or electronically
- Ensures safekeeping and confidentiality of all member documents.
- Configures, deploys, and supports standard desktop and laptop PCs, various business applications, office equipment, and printers.

### Requirements

- 3+ years in a corporate IT role
- Demonstrated strategic planning, analytical, and decision-making skills
- ServiceNow knowledge is a plus
- Active Directory Experience and SCCM

-AirWatch for MDM

-Certifications: Microsoft and network certifications are a plus.

**\*\*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.**