

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 05/18/2024



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

Robert Half has a Desktop Support Technician role open that you might be interested in, if you have the ability to communicate complex technical information to non-technical users in an understandable and concise format. If you are a problem solver who enjoys working in a challenging and positive environment, this may be the Desktop Support Technician position for you. This Desktop Support Analyst position, which is a long-term contract / temporary opportunity, will be first line of support as a Tier 1 technician. IT is located in the Palo Alto, California, area.

Responsibilities

- Resolve computer problems, and give guidance on appropriate action/solutions
- Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
- Supply computer desktop support in accordance with established policies and procedures
- Meet regularly and effectively with ticket submitters
- Arrange hardware repairs with the appropriate vendors
- Keep up, explore, and fix computer systems, hardware, printers, and computer peripherals
- Develop records of daily data communication transactions, issues and remedial actions taken or installation activities

Requirements

- 1+ years in a Desktop support or related experience
- Knowledgeable in troubleshooting MS Office 365
- Comprehensive knowledge of MS Windows 10
- Printer, Wi-Fi connectivity and peripheral support

*****Apply directly or call Janette Hernandez at 415-565-7455*****

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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.