

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 04/28/2024



95008
Campbell, CA, 95008

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

If you're looking for work as a Desktop Support Technician, and have a flair for clearly breaking down and explaining convoluted technical information in a way that is easily understood by non-technical users, you might be right for Robert Half's new job opening. To thrive in this position, you will need to be a self-starter, with strong problem-solving skills and a passion for working in an innovative environment. This Desktop Support Analyst role is long-term contract / temporary to permanent and is located in the Campbell, California, area.

Responsibilities

- Coordinate hardware repairs with the appropriate vendors
- Be in contact regularly and effectively with ticket submitters
- Offer computer desktop support in accordance with established policies and procedures
- Maintain, analyze, and fix computer systems, hardware, printers, and computer peripherals
- Maintain records of daily data communication transactions, issues and remedial actions taken or installation activities
- Settle computer problems, and offer suggestions on appropriate action/solutions
- Offer support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems

Requirements

- 4+ years in Desktop support or related experience
- Ability to write reports, business correspondence, user instructions, and procedure manuals
- Solid understanding of Active Directory
- Expertise in MS Windows PC and some Mac OS skills are helpful
- Knowledge of Active Directory
- Ticketing experience is required
- Superb customer service skills and enjoys talking to people

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