

## 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:** \$28.00 to \$30.00 hourly  
**Employment status:** Contract / Temporary

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### Description

**Title:** Desktop Support

**Location:** Foster City, California

**Travel:** Be flexible to travel to Redwood City, San Jose, East Bay

**Remote/Onsite:** Onsite

**Technology Top Skills:** Windows 10, Active Directory, office 365

Robert Half is looking for a Desktop Support Specialist in Foster City, California. The Desktop Support role will provide user support and customer service on company supported hardware, applications, and platforms. Desktop Support Specialists will provide first tier user support for computer and software related issues. 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:

- manage the day-to-day technical support function
- Available for walk up questions and level 1 ticket creations and Escalate tickets to tier 2 level as needed.
- Image and prepare computers and mobile devices for new users or upgrades.
- Local and remote support for software related issues.
- Assist in patching and maintaining end use equipment to ensure all equipment is current with latest OS updates, firmware, Anti-Virus, drivers, software updates, and meets company standards.
- Provide support for video conferencing meetings.

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### Requirements

#### Top Requirements

- 1+ yrs. related experience or equivalent education in computer-related field.
- Must have experience with software installation and configuration.
- 1+ yrs. experience with Windows, OSX, IOS and Android. - Help desk systems and ticketing;
- Intermediate skills in Microsoft Office Suite.

**\*\*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.**