

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 10/07/2024



94080

South San Francisco, CA, 94080

Help Desk Analyst I

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: \$27.25 to \$31.50 hourly
Employment status: Contract / Temporary

Description

Robert Half has a great opportunity for a Help Desk Analyst! If you want to work in an innovative and fast-paced work environment at a company in the High Tech - Pharm/Biotech industry, this could be the Help Desk Analyst role for you. The Help Desk Analyst will be supporting local and field users in a highly visible role that has a positive impact on both the department and the company is the essence of this position. This Help Desk Analyst role is located in the Alameda, California area and is a 6-month contract to hire opportunity.

Major responsibilities

- Independently investigate and implement solutions to technical issues
- Troubleshoot recurring technical issues and suggest solutions to address the root of the problems
- Solve technical help tickets submitted via phone, email, and walk-ups
- Deliver IT support for operating systems, productivity software, and a variety of other applications used internally

Requirements

- Creative problem solver who anticipates risks and opportunities and maintains a vision for continuous improvement
- User administration and bug fixing in a client-server environment
- Experience installing and configuring operating systems, networked and local printers, and business applications
- Experience with IT support ticketing systems
- PC Hardware experience
- Mac OS experience desired
- Deep understanding of Imaging Devices
- Firm grasp of basic networking concepts
- 1+ years of prior experience

Submit your resume directly OR call Ivie Smith at (510)379-4166 for immediate consideration for this Help Desk Analyst role. Interviews are being conducted this week.

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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.

