



is now hiring!

Help Desk Analyst II	
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: Temp to Hire
Description	
<p>Join the team at Robert Half Technology with this Help Desk Analyst Opportunity! This long-term temporary-to-full-time employment opportunity is based in the Charlotte, North Carolina area. Apply today if you have a can-do attitude and are looking to be part of a highly motivated team. We need you to handle complex end-user support issues and provide support to team members by focusing and restoring service to the end users. It is also important for you to understand how your role as the Help Desk Analyst relates to IT projects and IT Service Management initiatives. It is important for the chosen candidate to understand Incident, Problem, Change Management and other processes. It is important for the chosen candidate to understand how these processes work together to provide superior support and high availability of our business. Can you represent the Help Desk by liaising with 2nd and 3rd level teams to help transition new and changing services? This Help Desk Analyst job might be for you. This position could certainly have duties including creating knowledge articles and arranging training for other Help Desk Analysts when needed. You might find that you need to cover alternative shifts when needed. 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.</p>	
What you get to do every day	
<ul style="list-style-type: none">- Understand concepts related to networks, servers, PCs, databases, proprietary systems, etc.- Troubleshoot end user issues: Provide root-cause analysis on various web and mobile applications; handle escalated tickets relating to server/network related issues- Maintain hardware and peripherals: Responsible for upgrading and replacing computer parts; handle documentation and asset inventory- If you can facilitate user account management by handling onboarding, change and departure processes, you'll do well in this job- Meet and exceed SLA standards: Close tickets in a timely manner, while upholding customer service standards- Provide guidance to Tier 1 support and team members- Understand and utilize ITIL processes (Incident, Problem, Change, etc.) and how they are used in a corporate environment	
Requirements	
<ul style="list-style-type: none">- Ability to multitask and communicate effectively with individuals of all backgrounds- One or more programming or scripting language skills required- Strong communication skills and able to receive criticism well- Creative problem solver who anticipates risks and opportunities and maintains a vision for continuous improvement- The ideal candidate should be able to analyze complex business problems, propose effective solutions and understand and apply business vision and direction- This job will often be easier if you have ITIL certification- Comprehensive knowledge of Microsoft SCCM- You might be a good fit for this position if you have a combination of superior customer service skills and technical aptitude- Technical skills to serve as escalation point for handling incidents and service requests related to application, operating system and other service related problems is required for success at this position- 3+ years' of experience supporting desktop/server operating systems and technologies such as Active Directory, DNS, Exchange and VMware- Must be able to work independently with minimal supervision	
<p>Robert Half Technology matches IT professionals with remote or on-site jobs on a temporary, project or full-time basis. From roles in software and applications to IT infrastructure and operations, we provide you unparalleled access to exciting career opportunities.</p> <p>Our experienced staffing professionals can promote you to employers and advocate on your behalf. We provide access to top jobs, competitive compensation and benefits, and free online training. For more opportunities, get the Robert Half app and receive instant notifications when our AI matches you with jobs.</p> <p>When you work with us, you're working with the best. Robert Half has been recognized as one of FORTUNE's "Most Admired Companies" every year since 1998 and was named to Forbes' inaugural list of America's Best Temporary Staffing Firms.</p> <p>Questions? Call your local office at 1.888.490.4429. All applicants applying for U.S. job openings must be authorized to work in the United States. Benefits are available to temporary professionals. Visit https://roberthalf.com/benefits for more information.</p> <p>© 2020 Robert Half Technology. An Equal Opportunity Employer. M/F/Disability/Veterans. By clicking "Apply Now," you're agreeing to Robert Half's Terms of Use (www.roberthalf.com/terms-of-use).</p>	
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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.

