Help Desk Analyst II Job

Employer Name:

SpiderID: 12432510

Location: Philadelphia, Pennsylvania

Date Posted: 4/19/2022

Wage: $42000 - $52000 per year

Category: Information Technology

Job Code: HELPD40465

Immediate hire for a Help Desk Analyst II for a highly reputable non-profit organization in Philadelphia!   
  
   
  
Job Details for Help Desk Analyst II:  
  
Schedule: Monday-Friday, 8am-5pm   
  
Pay Rate: $42,000-$52,000 base salary   
  
Hybrid  
  
Direct Hire  
  
   
  
Job Responsibilities &amp; Description for Help Desk Analyst II:  
  
Troubleshoot hardware, software &amp; cabling problems  
  
Track &amp; monitor all support requests within ticketing system. Follow up with other members in the department to update stale tickets  
  
Daily updates on all open tickets in solution base ticketing system  
  
All administration aspects of user-ids, groups and rights  
  
Build and relocate user workstations (hardware &amp; software) according to pre-defined guidelines  
  
Install operating system &amp; application software according to pre-defined guidelines  
  
Standardize and document all processes and procedures  
  
Maintain/Update assigned pages in SharePoint  
  
Complete projects assigned in a timely manner along with active communication and documentation  
  
Assist in the resolution of user and support issues among organization sites to ensure timely distribution of knowledge and positive impact on user satisfaction  
  
Research, resolve, and respond to questions received via telephone calls, emails, and callbacks in a timely manner, in accordance with standards  
  
Escalate problems to appropriate individual based on established guidelines and procedures  
  
Attend training sessions and possibly assist in training workshops  
  
Participate in team projects that enhance the quality or efficiency of help desk service  
  
   
  
Job Requirements for Help Desk Analyst II:  
  
Local travel to regional sites  
  
Understanding of AD  
  
Previous Help Desk experience  
  
Proficient in Microsoft Office applications  
  
Minimum of High School Diploma/GED/Technical School  
  
Excellent Customer Service Skills  
  
Excellent Written and Verbal Communication Skills  
  
   
  
   
  
   
  
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Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Anthony Peregrin

Company: PeopleShare