IT - Technology Analyst , EUC , EUC-Others Job

Employer Name: Hire IT People LLC

SpiderID: 12554613

Location: Chandler, AZ, Arizona

Date Posted: 5/20/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
The candidate will be part of Personnal Client Onsite Support Service and holding Site Lead role.  
  
The ability to manage Team, Work allocations, Tracking and Customer Satisfaction.  
  
Work with multiple stakeholders such as site supervisors, Infosys Managers, Customer Partners to maintain the PCS environment supported by Intel IT  
  
Adhere the site for agreed SLA and KPI  
  
Experience in windows 10  OS Imaging, Troubleshooting  
  
Experience in Platform drivers such as WLAN, Graphics, Firmware, BIOS and drivers etc.  
  
Expert in troubleshooting the driver/firmware/hardware issues. Perform root cause analysis based on event logs and crash dumps.  
  
Provide updated driver release from OEM (HP\Lenovo\Dell) or Intel site if available to resolve the issue  
  
Experience in PC Hardware troubleshooting/fixes such as RAM, SSD, Keyboard and etc  
  
Key Roles &amp; Responsibilities:  
  
Monitoring day-to-day tickets and work allocations  
  
Diagnosing, debugging and troubleshooting tech problems  
  
Need a strong set of hard tech skills  
  
Useful to have hands-on experience with specific kinds of hardware, software, applications, and systems  
  
Provide the 8x5 support for PCs at the site/campuses  
  
Troubleshoot client computing issues related to PCs and their peripherals such as mouse, keyboards, KVM switches, scanners  
  
Knowledge of basic PC hardware, KVM, printer, scanner, networking, IP is essential Configure, deploy, set up, and repair Operating Systems, Client Networking, PCs and mouse, keyboards, KVM switches, scanners, laser/label printers and other PC peripherals.  
  
Hardware movement between buildings/locations for deployment, repair, and dismantling  
  
Audit hardware status as needed  
  
Knowledge of DNS, Active Directory is a strong plus  
  
Knowledge of Windows 10 and Basic troubleshooting is a Strong plus  
  
Knowledge of Hardware installation such as RAM, SSD, Keyboard for Laptop  
  
Use IT ticketing system to log and track the work  
  
Coordination with end user to resolve the issue  
  
Monthly monitoring of hardware failure rates for all devices in the environment  
  
Troubleshoot and close the tickets raised by the end users within the SLA period  
  
Able to lift 50 lbs  
  
Mandatory Skills:  
  
Strong PC troubleshooting skills - Troubleshooting on Desktops\Laptops in case of issues with various components and drivers.  
  
Should be able to communicate by telephone, email or face to face. Travel may be required as per the job requirements.  
  
Knowledge of Service Now  
  
Strong verbal and written communication skills, with ability to create clear and concise documentation  
  
Strong Team member.  
  
Soft Skills:  
  
Attention to detail, Customer orientation and Influencing.  
  
Strong communications / Networking.  
  
Willingness to continually learn new products and technologies.  
  
Qualifications:  
  
Bachelor's degree in computer science or foreign equivalent required from an accredited institution. Will also consider three years of progressive experience in the specialty in lieu of every year of education  
  
At least 2+ years of experience with Information Technology Support / End User Computing Support / PC Technician  
  
Minimum years of experience\*: 3+

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: