

## Desktop Support Analyst

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Company: Robert Half

Location: Branchburg

Category: other-general

- 130/150 Users; 3 Buildings all on-site in Somerset County
- Another office as a 2nd point of contact in Bridgewater, NJ
- Office environment, some lab environment work, all local
- Total IT Team of Support/Engineers, about 10 in the USA

### Responsibilities:

- 1 . Provide exceptional technical support and troubleshooting assistance to end-users via phone, email, chat, or in-person interactions.
- 2 . Install, configure, and maintain desktop hardware, software, and peripheral devices (e.g., laptops, desktops, printers, scanners).
- 3 . Diagnose and resolve hardware and software issues promptly, ensuring minimal disruption to end-users' productivity.
- 4 . Collaborate with other IT team members to identify and implement solutions for complex technical problems.
- 5 . Conduct regular system maintenance activities, such as operating system updates, software patches, and antivirus software updates.
- 6 . Assist in the setup and configuration of network connections, ensuring proper connectivity and security protocols.

- 7 . Educate and guide end-users on the effective use of computer systems, software applications, and peripheral devices.
- 8 . Document technical issues, resolutions, and standard operating procedures to maintain an updated knowledge base.
- 9 . Participate in IT projects and initiatives, including hardware and software deployments, system upgrades, and technology migrations.
10. Adhere to company policies and procedures related to IT security, data privacy, and equipment usage.

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