Our company is hiring for a desktop support analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for desktop support analyst

- Provide technical support including installation, deployment and maintenance of company PC, laptops and LAN hardware, software, scanner, printer problems and various peripherals including air cards, blackberry devices and iPhones
- Frequently work with Mobile Data Terminals (MDT) - Panasonic Toughbook including setup, updates and periodic maintenance
- Handle disposals of all computing equipment that has become obsolete or unusable
- Monitor and take action on Policed Reports generated by Microsoft SMS, which feeds our Tech Support Dashboard
- Work in all of the company's various sites and environments
- Work with Con Edison's other technical groups during deployment of routers, switches, servers and new technologies as we incorporate them into our environment
- Contact with users on daily basis including employees at all levels
- Manage and respond to customer calls via the ticketing system, HP Service Manager
- Frequently working with Mobile Data Terminals (MDT) - Panasonic Toughbook including setup, updates and periodic maintenance
- Escalate calls where necessary to the Desktop support manager

Qualifications for desktop support analyst

- Provide QA testing for new desktop and mobile platforms

- Interface with 3rd level support, including Application Development, LAN/WAN and Server groups
- Work with other technical groups during deployment of routers, switches, servers and new technologies as the company incorporates them into their environment
- Have significant contact with users on daily basis, including employees at all levels
- Ensure that safe work practices are followed and the environment is fully protected in accordance with the company's policy and governmental regulations