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# Example of Computer Support Technician Job Description

Our company is growing rapidly and is hiring for a computer support technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for computer support technician

* Re-imaging PCs
* Image new PCs
* Identifies, troubleshoots, and resolves moderately complex end-user computer software and hardware problems
* Performs problem diagnosis, guides users through step-by-step solutions, clearly communicates technical solutions in a user-friendly manner and provides one-on-one end-user training as needed
* Answers incoming calls for software and hardware products
* Responsible for installation, upgrades and maintenance of computers and peripheral equipment
* Liaises with Senior Technicians and Subject Matter Experts (SME) to provide solutions for users
* Documents, tracks, and monitors problems to ensure a timely resolution and assist in creating answers for end-user Frequently Asked Questions (FAQs)
* Receives, tags, installs, delivers and configures end-user PC and Mac desktop hardware, software and peripherals
* Enhances technical knowledge through on-the-job training and participating in continuing education

## Qualifications for computer support technician

* Minimum 6 years’ experience with providing tier 1 tier 2 support within the Department of Defense
* Minimum 2 years knowledge of printer functions, connectivity, and experience with troubleshooting of printing and scanning devices including, but not limited to, networked Multifunction Devices (MFD) such as Xerox MFD’s and other printing and scanning devices used by NHJAX and its Branch Health Clinics
* Minimum 2 years’ experience with using remote support tools such as Dameware or Hyena
* Minimum 2 years’ experience with installing and troubleshooting Juniper VPN Management or similar VPN software
* Must possess a valid driver’s license and a satisfactory driving record
* Knowledge of operating systems, such as WIN95, WIN98, WIN NT, WIN2000, and WIN XP