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# Example of Desk Side Support Job Description

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

## Responsibilities for desk side support

* Supports/troubleshoots client connectivity
* May train customers on use of local technology
* Teammate responsibilities may include participation in a future On Call Rotation
* Responsible for helping to manage IT and Customer Knowledge Bases
* Will be the initial support level for basic customer issues and requests
* Determine and identify the cause of the issue in order to determine a solution
* Will identify issues such as physical layers, usernames and passwords
* Will perform basic onsite installations or replacements of various hardware components and software repair
* Perform basic installation, repairs and maintenance of telecommunications equipment
* Basic administration of Network Operations systems, equipment and Business System applications

## Qualifications for desk side support

* Basic understanding of technologies including VoIP, TCP/IP
* Basic telecom wiring/hardware knowledge and how to tone/punch down lines
* Basic knowledge of LAN and WAN systems and topology
* Provide aid and support for DSS technicians
* Provide courteous customer support to users
* Monitor all open tickets to ensure prompt closure and resolution