Downloaded from <https://www.velvetjobs.com/job-descriptions/desktop-support-technician>

# Example of Desktop Support Technician Job Description

Our growing company is looking to fill the role of desktop support technician. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for desktop support technician

* Physical demand and Work Environment Medium – Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently
* Worker is subject to both inside and outside environmental conditions
* Investigate and resolve complex incidents / problems, working with the customer, other teams and vendors where necessary in line with priority/business impact, ensuring SLAs are met
* Analyse incident trends to be able to provide proactive support to improve performance and service to clients
* Provide technical input to internal project teams
* Responsible for the management of all site IT assets
* Install, repair, and perform preventative maintenance of PCs and peripheral systems
* Provide upgrades and back-ups of software and hardware applications at the desktop level
* Assist with on-site installation and maintenance of systems for users
* Respond to and solve workstation, application and server issues

## Qualifications for desktop support technician

* Customer service oriented-constant interfacing with demanding customers
* Ability to exhibit a sense of urgency working on projects or support issues, partner with others to achieve project goals or remediate issues and follow up until goals are achieved and issues are resolved
* Ability to adhere to IT policy and procedures and to understanding of ownership
* Willingness to provide local and remote support for 250+ users
* Two- or four-year college degree in related field
* Must have excellent interpersonal skills, and be comfortable dealing with high-level executives other end-users