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# Example of Desktop Support Technician Job Description

Our innovative and growing company is looking to fill the role of desktop support technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for desktop support technician

* Repair desktops, laptops and printers by replacing motherboards, HD’s power supplies printer maintenance kits, fusers and rollers
* Configures and provides support for mobile devices (iPhones, iPads)
* Address/resolve IT incidents/service requests and/or escalate to the appropriate upper Tier IT teams when necessary
* Installs and configures other devices and peripherals as instructed
* Perform preventative maintenance and setup for a variety of computer related equipment, including audio-visual conferencing systems and conference rooms
* Assist with the creation and maintenance of local site IT systems documentation
* Contact users via phone and assist with changing over their VPN connections
* Provide user support over the phone
* 90% of support is handled remotely over the phones
* Provide basic software support for end users

## Qualifications for desktop support technician

* Network Systems and various software (Windows Operating Systems, Microsoft Office, and Communication Technology)
* Advanced knowledge of installing, maintaining, and troubleshooting Windows 7, 10 and Apple OSX
* Optimise the support arrangements with existing and new service providers to ensure the technology support continues to meet business need
* Maintain knowledge of new and existing technologies, and provide consultancy to the End Users
* Excellent knowledge of iPhones + AirWatch, Mobile and email technologies
* Knowledge of Microsoft Office Suite and Exchange an advantage