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# Example of Desktop Systems Specialist Job Description

Our innovative and growing company is looking for a desktop systems specialist. 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 systems specialist

* A positive, energetic, cheery, "people" personality is required
* Install, upgrade, support and troubleshoot XP, Windows 7, Microsoft Office and any other authorised desktop applications
* Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
* Perform 1st line Service Desk function that involves receiving and processing requests from customers via telephone, email, web/online submissions
* Provide communications on all escalated issues to business leaders, management and other support teams
* Manage request processing within internal and external committed SLAs
* Handle and support advanced technical support issues for end users
* Install, configure, and troubleshoot desktop systems, workstations, servers, and network issues
* Communicate highly technical information to both non-technical and technical staff
* Recommend hardware and software solutions

## Qualifications for desktop systems specialist

* Demonstrates a depth of knowledge in a specific technology focus or area of responsibility
* Degree or Professional Certification in Computer Sciences related field or Information Systems
* Coursework in communications not required, but a plus
* Associates or other 2 year technical degree in related discipline, Bachelor’s degree, or experience
* MCP/A+ Preferred
* Year End Support