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# Example of Desktop Systems Specialist Job Description

Our company is searching for experienced candidates for the position of desktop systems specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for desktop systems specialist

* Respond to user’s request within agreed time (call, email, tickets)
* Troubleshoot incident ticket and route to level 2 as needed
* Process VPN activation
* Create Windows account
* Provides technical support by telephone, remote technology, and on-site to computer users statewide
* Analyzes system performance, error codes, diagnostic messages, and resolves problems or conflicts
* Performance analysis is conducted on a regular basis on PC's to determine system performance levels
* Conducts both formal and informal training for users and local system representatives
* Configures client software, ODBC drivers, Outlook and Exchange e-mail access, protocols, adapters, and TN3270 host emulation
* Creates, maintains and administers user logins to all ODF systems

## Qualifications for desktop systems specialist

* Apple Certifications a plus
* Minimum 3+ years’ experience in an I.T
* Degree in computer science or equivalent desirable
* Must be highly motivated and have a positive attitude
* Must be able work well with others as part of a Team
* Job duties include, but not limited to, detailed work, confidentiality, reading documents, problem-solving, Customer contact, multiple concurrent task, and frequent interruptions