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# Example of Desktop Technician Job Description

Our innovative and growing company is looking for a desktop technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for desktop technician

* Support for standard applications including Office, web browsers, Cisco Jabber
* Administering, maintaining and supporting end user PCs and laptops to preserve system integrity (Lenovo, Mac, Dell)
* Image and develop end user hardware that meets end user requirements
* Develop and deliver quality requests/solutions that meet/exceed client requirements, which include timely response and completion of second level end user incidents and Service Requests that are over and above the responsibilities of the Service Desk
* Ownership in assessing impact of system upgrades and provide recommendations to the Service Desk/Desktop Senior Manager
* Use Altiris system management tool to deploy software enterprise wide as required
* Familiarization with CC Apps/Environment in a support capacity
* Provide Printer, Audio, Visual Support & Wireless Support
* Assist in developing long-term strategies and capacity planning for meeting future desktop technology requirements
* Utilizing online knowledge-bases, proactively research and evaluate documented resolutions and analyze trends for ways to prevent future problems

## Qualifications for desktop technician

* Awareness of Infrastructure technology, such as Active Directory, LANs, TCPIP, VPN’s, Linux / Unix would be beneficial but is not essential
* Excellent technical knowledge of PC and MAC hardware
* Extensive equipment support experience with iPad, iPhones and Androids
* Working technical knowledge of current protocols, operating systems, and standards, including TCPIP
* Experience with IBM Client Access for iSeries/AS400
* Active Directory usage