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# Example of IT Generalist Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of IT generalist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT generalist

* Stay up to date on latest releases of application relevant business knowledge
* Participate in software/hardware testing
* Track and update documentation of Technology Assets
* Take ownership of IT operations processes and procedures
* Assist Information Security Officer with security Audits from clients and regulatory bodies
* Performs information systems administrative procedures and maintains documentation that covers two or more functional areas including data control, applications training, data coordination and scheduling, data security administration
* Outside the box thinking and offer areas of improvement beneficial to customer experience and business unit customer satisfaction
* Provide leadership and mentoring with supervisory responsibilities for local and remote EUC L2 onsite technicians supporting CTLS
* Troubleshoot desktop computer hardware, software, printers, faxes and phones
* Setup, configure, install, move, and/or deliver laptop/desktop computer systems and printers while ensuring proper functionality

## Qualifications for IT generalist

* Providing EUC technical support to primary office site, remote offices and home office/remote workers
* Ensure that all systems are maintained at current patch levels for operating system, browsers, security and applications
* Research, evaluate, and recommend new hardware and software to support end user computing needs
* Assist domestic and international GBS employees working remotely with assist with their technical requirements
* Report and escalate unresolved high priority problems
* Develop and maintain proficiency in the use of company-wide standard software