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# Example of IT Support Technician Job Description

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

## Responsibilities for IT support technician

* Provides user access service
* Processes requests and incidents
* Assists customer with recovery issues
* Diagnoses customer problems relying mainly on predefined knowledge base and scripts
* Escalates problems when necessary
* Follows up on customer interactions
* Documents incident status and resolution
* Communicates directly with customers either in written form or in person
* Manage internal platforms, including Windows Server and Linux platforms
* Liaise with local IT suppliers

## Qualifications for IT support technician

* Ability to quickly change direction and adapt in order to meet the needs of the business
* Associate’s degree with computer science focus or equivalent IT training and related certifications
* 3.2 or greater GPA or equivalent on a different scale
* Experience with MS System Center Configuration Manager (SCCM) preferred
* Must have a Bachelor’s degree in Computer Science
* Must have advanced knowledge of all Microsoft Windows desktop and server operating systems peripherals (Mac OS, Linux is a plus)