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# Example of IT Support Technician Job Description

Our company is looking for an IT support technician. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for IT support technician

* Track and manage the company’s IT assets
* Undertake IT-related projects as required
* Procurement, inventory and asset management of IT equipment IT lifecycle
* To provide a 1st and 2nd line support service that ensures all IT and AV equipment and infrastructure is running to its optimum performance and that all departmental KPIs and SLAs are met
* Support of the Technology Center Help Desk
* Support local mobile device
* Support construction site security access turnstile system
* Defines incident, problem, crisis and change management processes by department
* Define and supports technical troubleshooting for semi-complex problems relating to the network, computer and peripherals while working in an airport environment remote support
* Provide a standard of documentation based on the needs of the company’s airport equipment within Microsoft Visio provide troubleshooting documentation for cross-training other team members

## Qualifications for IT support technician

* Must possess excellent communication skills and ability to effectively articulate issues to customer population in a non-technical capacity
* Must have advanced knowledge of all Microsoft Office programs
* Must have knowledge of PC components and design, networking concepts including PC setup, troubleshooting and preventive maintenance
* Must have working knowledge of TCP/IP, DNS, and LAN concepts
* Must have knowledge of Microsoft SQL
* Training may consist of a course taken in secondary school or in a trade school, but experience would likely be gained from "on-the-job" working with their supervisor or other employee