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# Example of IT Support Technician Job Description

Our company is growing rapidly and is looking for an IT support technician. 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 IT support technician

* Primary responsibility encompasses both level I and level II technical support (hardware and software), with focus in the areas of computer operations, user and various devices (PC, Tablet, Smartphone, BYOD), helpdesk, and data management
* Assist in Network Active Directory management
* Responsible for software installation, performance, troubleshooting and user training
* Perform Site audits and inventory
* Track time within a ticket system
* Coordinating with business member to meet site requirements
* Recognizes deviations from semi-complex practices and applies judgment to develop or recommend solutions or next steps
* Leads new projects
* Mentors, reviews the work of, and train less experienced personnel
* Prioritize, address and follow through on multiple tasks in a dynamic, fast-paced environment

## Qualifications for IT support technician

* Ability to work collaboratively as part of a team, and to interact effectively with colleagues, administrators, faculty, staff and students external constituencies
* Or Bachelor’s Degree is preferred
* Working knowledge of Call Tracking
* The use of Safety Glasses is required in manufacturing areas and when working with hand tools
* Other PPV such as earplugs, gloves, masks, etc are available, if necessary or desired for certain job functions
* Work performed in an office and manufacturing environment