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# Example of IT Support Technician Job Description

Our growing company is looking for an IT support technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT support technician

* Schedule and conduct training sessions for users of the company’s systems and network
* Processes cases for return/replacement requests in a timely manner
* Load and update software applications as required
* Willing to learn implementation, operation, and best practices of business critical systems
* Establish and maintain effective working relationships with customers and suppliers
* Ensure backups are managed as per procedures
* Manage documentation of phone records
* Building emergencies (oncoming weather event, flooding)
* Emergency termination (closing out accounts, access)
* Responding to help desk requests in a timely fashion

## Qualifications for IT support technician

* Knowledge with Altiris PC imaging
* Knowledge with cell phone setup via AirWatch
* High school diploma and 2-4 years of related work experience providing support to end users, working in an IT support role or working in the MIS environment (or an equivalent combination of work experience and education)
* Microsoft or Cisco Certifications appropriate for position is required
* Familiarity with the MIS environment and knowledge of the assigned area
* There is a possibility that due to parking availability and location of work, walking moderate to long distances may be required