Downloaded from <https://www.velvetjobs.com/job-descriptions/it-tech>

# Example of IT Tech Job Description

Our innovative and growing company is searching for experienced candidates for the position of IT tech. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT tech

* Notify management as outlined within directives and workflows
* Document all the special client and/or Severity 1 and 2 trouble tickets that are not yet
* Service desk support, entering tickets and triaging issues as they arise
* Customer service and technical support to professionals at all levels of an organization some onsite travel may be required
* Maintain documentation of service desk and project tickets is a must
* Organized, attention detail, time management, troubleshooting/methodical approach
* Work independently and as a team player, communication skills, self-motivated/drive, flexible
* Perform PC, hardware and peripheral equipment improvements, upgrades, and repairs
* Under supervision, perform periodic system maintenance
* Place vendor service calls when necessary to resolve hardware or software failures

## Qualifications for IT tech

* Understanding of laptop, tablet and mobile phones and syncing with business applications
* Familiarity with Oracle Financials, Wide Orbit, Citrix a plus
* Demonstrated ability to multi-task and meet timelines on deliverables
* VU Gen
* Performance Center
* Exp in Tru-Client & HTTP