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# Example of IT Technical Support Job Description

Our company is growing rapidly and is looking to fill the role of IT technical support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT technical support

* Stay current with technological developments in systems administration technology and recommend ways for developers to take advantage of new technology
* Foster and maintain good relationships with customer and IT colleagues to meet expected customer service levels
* Identifies, investigates and researches user questions and problems recognizing, researching, isolating and resolving problems
* Implementation of new main computer systems and upgrades
* Troubleshooting of main computer systems and applications
* Development of programs/utilities or procedures to efficiently handle IT operational requirements
* Assistance to users and development teams on use of operating system, development tools and application software
* Review of system capacity and provide, execute business continuity plans
* Provide assistance in resolving operational problems
* Report to the National On-site Services Supervisors

## Qualifications for IT technical support

* To execute software updates against an established supportability baseline, ensuring that contractual software update requirements are satisfied
* Working knowledge of Active Directory, DNS and Microsoft Networking
* Working knowledge of VMware and virtual environments
* Exposure to of the following, Citrix, Microsoft SQL, Exchange, ISA, Netbackup, SCCM
* Exposure and hands on exposure to Microsoft Clusters
* Exposure to IIS and web server applications