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# Example of Junior Technician Job Description

Our growing company is hiring for a junior 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 junior technician

* Work with the Active Directory -- adding new users and overseeing the overall functionality of it
* Providing friendly and clear customer service to associates within the organization
* Troubleshooting end user issues over the phone and, if necessary, deskside
* Keep up to date records of work and communication in the tracking system
* Perform remote troubleshooting through diagnostic techniques and pertinent questions
* Displayed Technology background, to include coursework, prior related employment, or technical hobbies
* Monitor, respond, and analyze incoming system events across a multitude of Enterprise level monitoring platforms
* Be a fast learner to succeed in on-the-job training in System Administration or Networking disciplines that permit a high level of capability in Tier 1 resolution and engineering analysis of incidents
* Follow Standard Operating Procedures, and be a self-starter and reliable person to be able to handle a multitude of documented items with minimal oversight
* Ability to learn quickly, and dig into questions to help improve procedures, learn and present new items, and build the team as you learn

## Qualifications for junior technician

* You have excellent Danish and English skills - in writing spoken
* You are fluent in English and Danish languages
* BS, ideally in technical field
* 1 year of relevant experience (relevant internships or projects can be counted toward this goal)
* Microsoft client OS support
* Collegial degree in Mechanical Engineering