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# Example of Service Desk Technician Job Description

Our growing company is searching for experienced candidates for the position of service desk 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 service desk technician

* Respond to questions from callers and walk-ins
* Accept general responsibility for corporate computer systems and ensure that they are functionally ready for use
* Tell us about your professional background?
* What is your long term career goal?
* What are your strengths/weaknesses?
* What do you do when you don't agree with management, how do you handle it?
* If you have a conflict with a teammate how would you handle it?
* Do you work better in a team setting or individual environment?
* Ensures that all resolution steps at his/her level is attempted to ensure first call resolution
* Identifies and assists in implementation of opportunities for new or more efficient application of the organization's software capabilities

## Qualifications for service desk technician

* Utilize the application, technicians triage, troubleshoot, diagnose and resolve IT related support issues and dispatch and monitor incident and service tickets as necessary
* Progressive basic network connectivity and multi-tier application troubleshooting
* Accurately and consistently document all work customer service expertise strongly emphasized
* Working knowledge of standard operating systems and software applications
* Available to work shifts from 7 am to 7 pm and rotate after hours on call
* Knowledge of Service-now and multiple Service Desk Systems Microsoft Certified Professional or higher certifications A+ or Net+ Certification