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# Example of Service Desk Technician Job Description

Our innovative and growing company is looking for a 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

* PC and client device configuration, troubleshooting, repair and deployment
* Researches, resolves, and documents software and hardware issues and resolutions to Knowledge Base
* Assists and provides consulting users with issues related with PCs, Laptops, Tablets and Thin Client applications and use of various software systems including local and remote connectivity
* Flexible to perform other duties as assigned
* Escalate and track issues when immediate resolution
* Solve issues for moderately complex problems in all technical areas extremely complex problems in at least one technical area
* Contribute to work flow or process change/redesign to the team where improvements are identified through troubleshooting
* Escalate issues to other IT resolver teams, perform shift turnover duties and data center inspections, and work with AS400 print jobs
* Provide level I end-user technical support for computer systems by supplying company associates with accurate solutions and support to ensure user productivity
* Record all contacts, troubleshooting steps, and resolutions into the MIS Service Desk Management tool

## Qualifications for service desk technician

* Other vendor specific technical certifications Knowledge of technology based business solutions Knowledge of IT process and control methodologies
* Can substitute a Bachelor’s degree in an IT field for one-year experience, or industry valued certifications may be considered in lieu of experience or degree
* CA Products (Service Desk, Asset Management, Client Automation, Espectrum)
* At least 1-2 years supporting end-users in a Microsoft environment required
* Bachelors degree in an IT related field or combination of education and technical training required
* Knowledge of troubleshooting, computer hardware, and networking fundamentals also required