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# Example of Service Desk Technician Job Description

Our company is searching for experienced candidates for the position of service desk technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk technician

* Proactively managing open incidents, working with 2nd and 3rd line teams to gain the fastest resolution based on incident SLA
* Providing remote support and fixes
* Maintaining and administering to ensure systems are running and escalating any resulting issues
* Tracks service desk performance, trending and assists in reporting continuous improvements
* Provide technical support to remote locations
* Support the Mac OS X and Windows operating systems and the core operating environment, which includes, but is not limited to Microsoft Office Suite, Cisco Unified Communications applications, and encryption software
* Provide excellent customer service and support
* Provide general technical guidance to the local and remote users in support of all of the IT services by the service desk
* Write technical articles and solutions for a commercial knowledgebase
* Assist in equipment evaluations and procurement recommendations

## Qualifications for service desk technician

* 1-2 years of related work experience, AA degree, or technical training preferred or equivalent combination of education and experience
* 1 year solid technical experience required - 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
* Experience configuring and implementing computer equipment in a multi-user environment
* Accurately and consistently document all work
* Knowledge of Service-now and multiple Service Desk Systems
* Microsoft Certified Professional or higher certifications