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# Example of Support Technician Job Description

Our company is searching for experienced candidates for the position of support 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 support technician

* Communicate any further action required to team or management
* Work as part of a team to get incident queue down/resolve older and newer tickets
* Provide helpdesk desk side IT support for Code 200 users
* Troubleshoot problems and conduct research
* Maintain and modify Microsoft SharePoint sites as required
* Assist end users with any Microsoft Word, Excel, PowerPoint and Access problems
* Follow standard operating procedures for escalating calls that aren’t initially resolved
* Responsible for documenting incident status
* Executes own daily workload schedule and relevant resources requirements
* Ensures and maintains the availability of adequate resources (equip, inventory/materials, documentation, ) for the completion of daily production tasks

## Qualifications for support technician

* Associate or Bachelor degree with 5+ years experience
* Solid knowledge of Apple hardware and Software required
* Experience with multi-vendor hardware troubleshooting and repair
* Excellent customer service, verbal and written communication skills are a must
* Ability and desire to learn quickly and share knowledge
* Possess interpersonal, influencing and collaboration skills