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# Example of Technician, Desktop Support Job Description

Our growing company is looking to fill the role of technician, desktop support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technician, desktop support

* Researches and resolves obstacles at the desktop workstation regarding connectivity, software, and hardware
* Solid knowledge of OS
* Solid knowledge of software
* Solid phone troubleshooting skills
* Solid understanding of phone & A/V
* Respond to requests for computer assistance from staffs experiencing problems with hardware, software, networking
* Plans and executes major projects
* Provide desk side services to a large agriculture business environment consisting of sites around the continental US
* Respond to and resolve all assigned calls within guidelines set by current Desktop SLA’s
* Work as part of a team comprised of dedicated technicians located on-site with the customer dispatch model leveraging shared resources to remotely resolve incidents

## Qualifications for technician, desktop support

* Availability on-call outside of normal business hours for emergencies and for scheduled maintenance as needed
* Availability during peak season (October) to provide 24/7 support as needed
* Hardware & Software Certifications in current technologies desirable - Microsoft, Lenovo, HP
* Strong skills in the installation and configuration of a wide range of current industry operating systems, software & utilities including Windows and Office in a corporate environment
* Solid PC Hardware skills - competent in all aspects of PC / laptop / peripheral installation, repair, parts replacement and configuration
* Demonstrated experience effectively collaborating with other functions