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# Example of Technician, Desktop Support Job Description

Our growing company is looking for a technician, desktop support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technician, desktop support

* Tracks, manages, and owns incidents received on a daily basis
* Assist in the day-to-day duties
* Desktop support for PC's and mobile devices
* Hardware/Software troubleshooting and repair
* 6,000 desktop/laptop devices and 1,000 mobile devices
* Call/ticket volume for all locations is approximately 900 -- 1,200 per month
* Repair and maintain office PC's using the BOSS ticketing system
* Maintain a user master list identifying all programs utilized by any one person
* Remove/replace equipment for new hires/terminations
* Sustain necessary stock levels to ensure ability to handle requests, issues

## Qualifications for technician, desktop support

* Requires 4+ years of experience in desktop support and must have 2 years of experience supporting international and or global organizations
* Must have experience working with ticket based systems for registering incidents and requests
* Experience in provisioning & support with Avaya VOIP hardware/software or an equivalent VOIP ecosystem
* Experience in US multi-national corporate setting is a plus
* Establish strong working relationships with internal and external providers
* Build excellent working relations with your internal VIP customers, acting as an ambassador for End User Computing services and IT