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# Example of Technician, Desktop Support Job Description

Our company is looking to fill the role of technician, desktop support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technician, desktop support

* May be required to provide support for urgent issues, including paging appropriate experts to help resolve critical issues
* Must be able to document all issues accurately and thoroughly in the ticketing system
* Be in compliance with all policies
* Primarily responsible for site support of organization
* Computer refresh support including imaging configuring machines data transfer and testing
* Candidate will work with our call tracking system and be responsible for updating call records and providing support documentation and developing knowledge articles
* 80% desktop support/20% phone support
* Level 1-2 IT support
* Resolve end user issues
* Work independently to assist with an IT issues

## Qualifications for technician, desktop support

* Good knowledge of windows server based platforms
* Good knowledge of standard server hardware
* Good understanding of desktop configuration and management
* Excellent understanding of communication tools including iPhone’s, Internet Access, Mobile Phone and email
* Advanced knowledge of Windows environment and computer hardware and software at an intermediate or advanced level
* Experienced in supporting PDA’s (iPhone and iPad)