Downloaded from <https://www.velvetjobs.com/job-descriptions/technician-desktop-support>

# Example of Technician, Desktop Support Job Description

Our innovative and growing company is hiring for a 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

* Managed computer networks with Symantec Antivirus endpoint protection suite
* Provide support to various branch offices, Satellite offices, retail stores
* Concentration and desire to work in desktop support
* Configure and deployment of Information Technology resources
* Assist with annual inventory scanning and equipment surplus
* Responsible for security administration (password reset)
* Participate in team projects, meetings and assignments
* Responsible for reading and following the Department Procedures and Policies
* Unpacks appropriate CPU (Central Processing Unit), hardware and software and then installs each at default or to custom specifications
* Tests configured systems for appropriate functioning and troubleshoot for any errors found

## Qualifications for technician, desktop support

* 75% Hands on, 25% Phone support (mostly ticket-based in BMC Trackit)
* Does not need to be former military or hold security clearance
* In-depth knowledge of desktop operating systems, primarily Windows XP, 7, & 8
* Experience with desktop hardware, software, and peripheral device deployment and troubleshooting
* Hands-on experience with desktop imaging tools such as WinPe and Symantec Ghost
* Proficient in installing and troubleshooting Microsoft Office applications