



# Example of Desktop Support Analyst Job Description

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

## Responsibilities for desktop support analyst

- Train and orient staff on use of hardware and software and its protocols
- Work with the company's other technical groups during deployment of routers, switches, servers and new technologies as we incorporate them into the company's environment
- Responsible for Infrastructures Services within his/her perimeter (Lan, Wan, Server, TOIP, Printings services, .)
- Controlling company budgets (where you have budgetary responsibilities) to meet pre agreed forecasts
- Providing technical support, including the installation, deployment and maintenance of company PC, laptops and LAN hardware, software, scanner, printer problems and various peripherals including air cards, blackberry devices and iPhones
- Monitoring and taking action on Policed Reports generated by Microsoft SMS, which feeds the company's Tech Support Dashboard
- Ensuring that safe work practices are followed and the environment is fully protected in accordance with the company's policy and governmental regulations
- The successful candidate will have experience of supporting internal customers either face to face or over the phone
- Undertake a wide variety of support calls and provide an efficient support service to all internal customers, ensuring all targets are met including focusing on priority calls
- Solve issues for moderately complex problems

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- Contribute to work flow or process change/redesign to the team
  - Apply policies to situations with minimal interpretation
  - Provide technical support including installation, deployment and maintenance of company PC, laptops and LAN hardware
  - Work with Mobile Data Terminals (MDT)
  - Manage and respond to customer calls via the ticketing system
  - Provide technical support for various issues that may arise