



Example of Desktop Support Analyst Job Description

Powered by www.VelvetJobs.com

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

Responsibilities for desktop support analyst

- Collaborate with other technical groups during deployment of routers, switches, servers and new technologies
- Work with the company's other technical groups during deployment of routers, switches, servers and new technologies as we incorporate them into our environment
- Ensure that safe work practices are followed and the environment is fully protected in accordance with the company policy and governmental regulations
- Assist in areas of technical specialization
- Troubleshoot and repair hardware and software issues with Apple/Mac and Windows client computers
- Create, receive, and resolve end user incidents and requests while maintaining response and resolution SLAs
- Install client software and drivers
- Create and update workstation software images
- Create documentation for workstation-related systems and software
- Provision and maintain workstation data backups

Qualifications for desktop support analyst

- 4+ years of work experience with a High School Diploma / GED
- Experience in a Service Desk or Desktop Support Environment required
- Experience with Windows 7 and Windows Server environment required
- Experience working with TCP/IP and network connections preferred

