



Example of Desktop Support Analyst Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking to fill the role of desktop support analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for desktop support analyst

- Manage RF gun support and management using technologies and tools such as Wavelink and Motorola
- Resolve hardware, software, and network connectivity issues
- IT support professional for 100 employees
- Escalate issues that are not resolved
- Troubleshoot and resolve end user IT issues
- Provide technical support including installation, deployment and maintenance of company PC, laptops and LAN hardware, software, scanner, printer problems and various peripherals including air card and iPhones
- Monitor and take action on Policed Reports generated by Microsoft SMS, which feeds the Tech Support Dashboard
- Work with the company's other technical groups during deployment of routers, switches, servers and new technologies
- Monitor the help desk queue (email and phone)
- Respond to user support requests in person, over the phone, verbally and by email

Qualifications for desktop support analyst

- Bachelor's Degree related to Computer Science or Information Systems with a minimum of 1 year of work experience in related fields, or a High School Diploma/GED with a minimum of 4 years of work experience

system

- Basic networking principles
- Mobile Messaging device support
- SCCM Administration/troubleshooting
- Full Disk encryption product support/admin