



# Example of Desktop Support Engineer Job Description

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Our company is growing rapidly and is hiring for a desktop support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for desktop support engineer

- Update all request logs using SERVICE MANAGER / other Configuration Management System maintaining accurate records in respect of actions taken, histories and updating information on the systems as required
- Ensure appropriate support is provided within contractual support hours
- Most of these tickets are stubborn problems or outage situations
- Plan and upkeep of a preventative maintenance schedule and ensure tasks are completed regularly following best practices
- To be responsible for the upkeep of vehicles used to provide the BRS support, including safety, daily visual checks to ensure roadworthiness and to ensure vehicles are kept at least a quarter/half filled with fuel (minimum)
- To answer telephone calls from the Ultra Service Desk relating to BRS support incidents and requests in a consistent and professional manner
- To be responsible for and work with support teams throughout Service Delivery and 3rd parties on
- Building and maintaining Windows 7 and Windows 10 desktop images according to industry best practices
- Configuring and supporting workstations and printers in a Windows networked environment
- Support of handheld devices/Smartphones including Android and iPhone

## Qualifications for desktop support engineer

- Scripting experience including bash and Powershell

- Willingness and ability to handle requests outside of your core responsibilities and to learn new technologies
- Experience with Cisco Telephony solutions and/or Google Apps
- Minimum 3 years experience using the functionality of at least one of the Lab Information Systems such as Empower, Labware LIMS, SDMS Nugensis, Biovia ELN, LES, Veeva Vault in the pharmaceutical, biotechnology, or other related industry
- Understanding of analytical chemistry and instrumental analysis