



Example of Desktop Support Engineer Job Description

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Our innovative and growing company 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

- Carry out all moves and changes in respect of voice devices
- Carry out desktop refresh of in scope device types when due
- Maintain and promote close working links with customers, the ITS Service desk, other ITS support teams and third party suppliers ensuring customers are kept fully informed about the status of their installations adhering to SLAs
- Escalate services & support problems or issues to the Desktop Services Team Leaders or Manager and to ensure customers are kept fully updated on the status
- Produce and maintain documentation/guidelines as required
- Contribute to the development of the Desktop Services team by working to continually improve the levels of service, quality and reputation of the service provided to our customers
- Provide Level 1st cover (call handling/problem resolution) for the Service Desk team meetings
- Assist with mentoring and supporting less experienced colleagues to ensure the overall technical and customer care skills and quality of their work meets accepted standards
- As required cover / assist staff in other Service Delivery roles in other teams
- Carry out any other duties appropriate to the post at the direction of the Desktop Services Team Leaders or Team Manager

Qualifications for desktop support engineer

- Relevant certifications a plus (SCCM, MCSA, Apple)
- Strong customer focus, responsive to needs
- A+ Core Cert certification for PC hardware servicing or equivalent preferred
- Moderate degree of travel
- Proficiency support Windows and MacOS platforms