



Example of Desktop Support Manager Job Description

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Our company is growing rapidly and is looking to fill the role of desktop support manager. 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 manager

- Assist the manager in managing technicians within assigned areas of responsibilities
- Support or act as main point of contact between team and defined area of responsibility
- Assist leadership with administrative duties to include annual performance reviews, headcount responsibilities, schedule distribution, and PTO requests
- Implement and manage a data driven approach to support, using metrics to measure and optimize support activities
- Lead Support team's operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources
- Manage the deployment, maintenance, upgrade, and support of PCs, endpoint operating systems, client hardware, software, and peripherals
- Work with departmental stakeholders to define business and systems requirements for new technology implementations
- Direct research on potential technology solutions in support of procurement efforts
- Initiate and oversee projects
- Manage Support Team's staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions

Qualifications for desktop support manager

- CompTIA A+ certification or Microsoft Certified IT Professional certification preferred
- Must have at least 4+ years of Technical Support experience, diagnosing and resolving software and hardware issues
- Must have hands on knowledge of IT systems and networks, including Windows & Macs, wired/wireless networking, security, databases, and messaging
- Must have excellent written and oral communication skills to facilitate resolution of IT issues and to provide direction and guidance to IT support team
- Must be highly organized and able to provide quick and exceptional services under immense pressure
- Must be able to work on occasion late-nights and weekends