



# Example of Desktop Support Technician Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of desktop support technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for desktop support technician

- Respond to requests for IT assistance directly from corporate and field users, or as escalated from Service Desk support
- Manage IT request tickets in a Service Management System as assigned in compliance with IT department processes
- Configure laptop and desktop computers for new hires and upgrades for existing personnel when required
- Install business supported applications using IT software distribution technologies
- Maintain accurate user equipment inventory
- Support large scale meetings
- Process terminating employees (recover hardware, archive local files, prep hardware for redistribution)
- Some travel to other corporate offices may be required
- Provides troubleshooting of hardware, software, network, and telephony issues
- Activities include recognition, research, isolation, resolution, and follow-up

## Qualifications for desktop support technician

- Experience of working with Apple Mac's, iPad's and iPhones
- Knowledge of with Active Directory environment
- Ability to use feedback for the positive benefits of the organisation

delay and explaining rationale

- Solid Knowledge of infrastructure architecture, methodologies and processes
- Understanding of Active directory and file systems and Virtualisation technology including VMware