



# Example of Desktop Systems Specialist Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is looking for a desktop systems specialist. 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 systems specialist

- Functions as a Tier-2 escalation point for IT Support Specialists as it relates to incoming incidents, problems or requests
- Shows aptitude, initiative and follow through, and has strong project management skills
- Adheres to Change Control Processes and Procedures
- Accurately documents and communicates instances of system failures, repairs, installations, or changes
- Ensures compliance with existing policies and procedures pertaining to Sarbanes-Oxley, FDA, HIPAA and PCI regulations and standards
- Answers the Service Desk support phone line, provides "First Call Resolution" and distributes tickets as they arrive
- Receives and responds to incoming calls, walk-up user questions, and IT support tickets
- Resolves issues independently or with assistance from more senior staff and escalates as necessary
- Uses provided software deployment tools or installs software remotely
- Performs workstation imaging utilizing existing systems

## Qualifications for desktop systems specialist

- McAfee Virus Scan 8.7i / Symantec Antivirus installation and support

- Batch file creation and VB scripting
- Multiple vendor desktop and laptop support
- System Center Configuration Manager (SCCM) reports/ software automation