



# Example of Desktop Technician Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of desktop technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for desktop technician

- Ensure all LANDesk requests are updated with due dates and completed within the stated timeline
- Provide Level 2 support to the client base / Helpdesk Support team
- Assist and manage day-to-day requests using Trackit, our support request system
- Maintain and support various client technologies, such as workstation hardware and software, mobile device installations
- Cater to various on sites' audio-visual needs, including set-up, testing and maintenance
- Help to identify and proactively solve problems
- Send / receive equipment (computers, monitors, IP phones)
- Go above and beyond to offer an exceptional level of customer service
- Troubleshoot desktop hardware, software, and mobile devices
- Support all audio visual technologies during special events and meetings

## Qualifications for desktop technician

- Minimum 2 years experience working in an enterprise IT environment
- Experience installing and supporting desktop/laptop hardware and operating systems including Windows 2000/NT/XP/7
- Experience creating user accounts in Windows and MS Exchange
- Experience using infrastructure services including Active Directory, Group Policy, and working knowledge of IP-based networking

