



Example of Desktop Technician Job Description

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Our innovative and growing company is looking for a desktop technician. 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 technician

- Maintain local network hardware and become familiar with the infrastructure
- Occasionally be available to work off hours to accommodate the customer during planned projects or to address unplanned technical difficulties
- Migration from Windows 7 to Windows 10
- Train and advocate IT and Security best practices and standards to studio employees
- Deliver technical and IT training to studio employees when required
- Actively identify and communicate areas of improvement to his or her manager
- Maintain high levels of customer satisfaction within the studio and its regional partners
- Coordinates resources to solve problems
- Diagnose problems, troubleshoot and repair computer equipment and peripherals
- Upgrade and configure computer equipment as necessary

Qualifications for desktop technician

- Knowledge in Aptos register software is preferable
- Ability to provide help desk support for standard software packages including MS Office products, virus software, PC anywhere and web browsers
- Experience with desktop remote control software (Dameware, LANDesk, and

- Undergraduate degree in a computer science related field and/or equivalent work experience required Understanding of domain/corporate IT environment including PC/Laptop setup and multi-function printing, including intermediate knowledge of network technologies (LAN, WAN, wireless) and VPN clients (Cisco)
- Commonly used Enterprise support applications including Bomgar, Remote Desktop, command shell
- Quickly discern temperament and urgency in another person's communications while exhibiting self-confidence and maintaining their poise when confronted by upset clients Ability to effectively manage client's expectation