



# Example of Desktop Technician Job Description

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Our innovative and growing company is searching for experienced candidates for the position of desktop technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for desktop technician

- Build, deploy, and troubleshoot workstations in an office/manufacturing environment
- Use and help establish work processes
- Document all work requests and resolution actions taken in issue tracking tool
- Escalate unresolved issues to appropriate technical support groups
- Work with customers to develop strategy for projects
- Provide after-hours support for critical issues
- Installs, configures, and maintains network related hardware, software and supporting systems
- Performs routine maintenance and troubleshoots production issues both on-site and remotely in response to on-call duties and/or preventative maintenance
- Maintain DMDCW's VMware virtual environment, create, manage & retire
- Providing hands-on desktop support to end users

## Qualifications for desktop technician

- PC Troubleshooting and Support (Windows 8, 10, OSX) experience
- Microsoft Applications troubleshooting and support experience, including Office 2007-2016 products
- Mac Troubleshooting and Support experience

- Excellent verbal and written skills, encompassing complete understanding on the English language with exceptional communication skills
- Ability to write/edit reports, business correspondence, and procedure manuals