



# Example of Desktop Technician Job Description

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Our innovative and growing company is looking for a desktop technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for desktop technician

- Support for standard applications including Office, web browsers, Cisco Jabber
- Administering, maintaining and supporting end user PCs and laptops to preserve system integrity (Lenovo, Mac, Dell)
- Image and develop end user hardware that meets end user requirements
- Develop and deliver quality requests/solutions that meet/exceed client requirements, which include timely response and completion of second level end user incidents and Service Requests that are over and above the responsibilities of the Service Desk
- Ownership in assessing impact of system upgrades and provide recommendations to the Service Desk/Desktop Senior Manager
- Use Altiris system management tool to deploy software enterprise wide as required
- Familiarization with CC Apps/Environment in a support capacity
- Provide Printer, Audio, Visual Support & Wireless Support
- Assist in developing long-term strategies and capacity planning for meeting future desktop technology requirements
- Utilizing online knowledge-bases, proactively research and evaluate documented resolutions and analyze trends for ways to prevent future problems

## Qualifications for desktop technician

- Awareness of Infrastructure technology, such as Active Directory, LANs,

- Extensive equipment support experience with iPad, iPhones and Androids
- Working technical knowledge of current protocols, operating systems, and standards, including TCPIP
- Experience with IBM Client Access for iSeries/AS400
- Active Directory usage