



Example of Infrastructure Tech Specialist Job Description

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Our company is hiring for an infrastructure tech 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 infrastructure tech specialist

- Oversees all daily activities for desktop systems hardware and software support including laptop and desktop PCs, Macs, printers, copiers and similar devices
- Ensure end-user computing environment is kept up to date with security policies, patches and configurations
- Assist in defining automated and self-service processes for onboarding and day-to-day IT needs
- Execute defined standards for process and policy documentation, software testing and qualification to meet the expectations of the business
- Create and execute an annual Desktop Maintenance roadmap to include office expansions & relocations, operating system upgrades, hardware & software upgrades, and new hire growth
- Support corporate video conferencing systems for conference rooms and all-hands meetings
- Has budget responsibility for Desktop Services including assigned staff, other operational expenses and capital plans for new desktop equipment and equipment refresh
- Provide leadership in the areas of problem identification and resolution, answering questions, providing advice, troubleshooting, and ensuring follow-up on all issues to the Desktop Services team
- Coordinate problem resolution with IT subject matter experts, other

- Provide ongoing support and management of department staff, including coaching, motivating, evaluating, and disciplining

Qualifications for infrastructure tech specialist

- Ability to learn customer process and identify areas to apply improvements within IT Service Management standards
- Ability to drive for results and meet deadlines for work completion
- Ability to express customer needs to the development team, and work with developers to meet customer needs
- Ability to drive customer process change/improvement to achieve cost savings, operational efficiencies and/or improved customer experience
- Collaboration skills with the ability to work effectively with all levels of management and staff
- Employment eligibility that may include fingerprints, tuberculosis and/or other employment clearance