



Example of Senior Desktop Support Job Description

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Our company is hiring for a senior desktop support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior desktop support

- Manage and prioritize personal ticket queue consisting of both incident and project work
- Manage, prioritize, and resolve all 2nd line incidents and requests according to regional SLAs
- Maintain regional service excellence by providing customers with regular updates throughout the management of their incidents and requests
- Ensure colleagues take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible
- Own, monitor and maintain equipment rooms to comply with Group IS and QSE standards
- Support the set-up of new offices, sites or projects across the local region (to include local travel)
- Management of regional purchasing logistics including purchase order submittal and equipment receipt and documentation
- Responsible for the recycling of all expired IT equipment and technologies, ensuring correct disposal according to policy
- Act as an escalation point for 2nd Line support issues
- Ensure maintenance of all local equipment rooms and conference room facilities, mitigate risks arising from audits, fire, safety or other risk assessments

Qualifications for senior desktop support

- Ability to work autonomously with little or no supervision
- Act as an escalation point for local service issues
- Escalate and track issues with vendors and other internal support teams to troubleshoot problems with hardware and software
- Daily analysis of reports indicating tickets outside of SLA with local team