



Example of Senior Desktop Support Job Description

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Our growing company is hiring for a senior desktop support. 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 senior desktop support

- Provide ad hoc reports and updates on current issues to Desk Side and Technology Support Team Lead
- Manage and review processes defined in the IS Business Management System
- Works as directed by Desk Side and Technology Support Team Lead to maintain / enhance desk side services
- Provide coverage for the local Desk Side and Technology Support Team Lead when required
- Conduct training programs designed to educate customers about basic and specialized applications
- Stays abreast of advanced updates in the e-Builder system by analyzing quarterly rollouts and communicating with user population regarding possible benefits or issues related to recent changes
- Proactively engages with user population to encourage the creative and appropriate use of e-Builder functions and features
- Delivery of end to end IT services for executive customers
- Deliver day-to-day IT services and solutions
- Effective at transferring high-level technical knowledge within the group across multiple IT groups

Qualifications for senior desktop support

requirements

- Knowledge of eBuilder, Navision and Primavera
- Experience installing, maintaining, and using standard systems and software applications
- Ability to lift 50 lbs., twist, bend, and work in awkward positions
- Enthusiasm and a dedication to delivering quality customer service standards
- Desire to keep abreast of new software and hardware technologies