



# 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

- Update Active Directory for computer accounts, user accounts, distribution lists and security groups
- Provide executive level end user support for desktop support issues
- Update and maintain helpdesk application tool through resolution input and tracking
- Monitor support and follow up on the resolution of ticket
- Acquire and maintain high level of knowledge of relevant technical products and policies
- Onboarding New Hires in Paris and other EMEA offices some travel required occasionally
- Manage and maintain vendor relations and vendor service contracts related to PC's, desktop peripherals, printers and desktop software
- Project manage and deploy all end user applications to the PC
- Work with the DocuSign's business teams floors to understand and streamline the IT infrastructure requirements
- Create and maintain all aspects of standardizing PC standardization strategy for DocuSign's work force

## Qualifications for senior desktop support

- Advised management of any event, project or system related issues that have not been resolved or addressed in a timely manner ensuring that the level of support being provided meets the requirements of the business SLAs
- Full ownership of all assigned support requests including responding to

- Independently managing daily assigned Help Desk tickets, with limited guidance, and helps coordinate work of others
- Leverage all required support groups to resolve support issues and provide clear, professional and timely updates to customers and management
- Participate in special projects and performs other duties as assigned and keep support documentation up to date
- On-call availability to respond to support requests and flexible work schedule to respond to the needs of the business