



Example of Senior Desktop Support Job Description

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Our company is hiring for a senior desktop support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior desktop support

- Financial asset and software license management and reporting
- Develop operations procedures and tools to improve operational efficiency and reliability for client systems
- Lead Client Services projects
- Provide mentoring, guidance and education to junior staff
- Set up and configure new hire desktops
- Perform end user moves
- 24x7 support to Executive team
- Act as a technical leader and escalation point for other team members
- Handle highly complex technical end-user issues as they are escalated from other areas of the organization
- Ensure proper escalation occurs for unresolved issues to ensure the end user remains satisfied

Qualifications for senior desktop support

- PC moves, upgrades and asset management for PCs including Shipping and receiving hardware from vendors
- Identifies problems and takes corrective action within established guidelines
- Liaison with Venue Systems Business Analysis team to conduct initial application troubleshooting analysis
- Provide technical assistance to all business units and properties
- Help train associate techs, student associates and consultants to department

