



# Example of Senior Desktop Support Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of 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

- Responsible for executive support, including the advanced technological/executive needs of corporate customers, both in the office and sometimes at home
- Ability to break-fix problems and to satisfy installation requests, simple or complex, in a wide range of dissimilar environments
- Deliver executive support for special events
- Develop and maintain executive support documentation
- Utilize standard methodology and tools, armed with a broad, in-depth knowledge of the client base and environment and IT policies and procedures to provide services at the highest level
- Assist in the growth and service delivery improvement of this globally dispersed and cross-functional team, along with internal or 3rd party support groups, via knowledge transfer and collaboration during problem solving phases and project phases, with the objective to enable the client self-help through leveraged resources and automated operations processes
- Provide onsite/remote support for a client base spanning across various lines of business and levels
- Must have excellent problem-solving and customer service skills, extensive experience with desktop hardware, software applications, operating systems and network connectivity
- Must be customer service-oriented proactive in anticipating and resolving problems while maximizing efficient use of computing and peripheral resources

telephones, and map drives

## Qualifications for senior desktop support

- Should have onsite Knowledge Transition experience
- Previous experience as a systems administrator in hospital environment
- Experience with application and trading application packaging using AdminStudio
- Extensive experience with packaging wrappers, reporting and techniques to automate processes using VBSCRIPT and Powershell
- Strong experience with workstation imaging using automated tools SCCM, OSD, MDT
- Strong verbal and written communication and presenting skills