



## Example of Technician, Desktop Support Job Description

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Our company is growing rapidly and is looking to fill the role of technician, desktop support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

### Responsibilities for technician, desktop support

- Assist in training station employees in the use of various software applications
- Communicate with WMAR-TV management on issues related to network security
- Perform other duties as needed and directed by the Director of Engineering
- Perform routine configuration and maintenance of nodal concentrator network equipment supporting University network data systems
- Responsible for installation, troubleshooting, configuration and repair of network communications equipment including both hardwired and wireless devices according to written and graphic specifications
- Install and support of application software packages
- Provide video conference and telephonic technical support for the installation, coordination, and daily operation of user application software on the network
- Provide technical and audio/visual support for lectures, presentations, symposiums and conferences
- Responsible for providing outstanding customer-centered quality support and service ensuring the highest levels of customer satisfaction
- Responsible for the setup, configuration, repair, break/fix, moves/add/changes and integration of new and existing computing hardware, software, networking, telecommunications (VoIP handsets and systems) and other computer-related technologies and peripherals

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- Assist in the definition of the end user tool strategy for deploying tools that provide business benefit
  - Support delivery of new technology projects by acting as a pilot and delivering support models that ensure that technology tools meet business need
  - Good understanding of audio / visual systems
  - Other duties as can be reasonably expected under the role
  - Experience of in a service support environment (Service Desk, Technical Support etc)
  - Understanding of enterprise communication tools