



Non-Exempt Job Description

Position Title: Desktop Support Technician
Department: Information Technologies
Effective: February, 2019

Position Summary:

IT Desktop Support Technician works in many areas of technologies to support the multiple departments with incidents, problems and requests. Ultimately responsible for ensuring prompt and accurate customer service and increased client satisfaction.

Required Education, Experience and Skills:

BSc in Computer Science or relevant field, and/or 4 years work experience in related IT field. Relevant certifications such as Microsoft and CompTIA a plus. Knowledge of Windows 10, 7, XP, Mac OSX, and Windows Server products. Excellent customer service in face-to-face, telephone or electronic interaction with teams. Ability to conduct research into PC and software issues and products as required. Good understanding of computer support and troubleshooting with the ability to prioritize projects independently.

Essential Functions/Major Responsibilities:

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions.
- Install, configure, test, maintain, monitor, and troubleshoot end-user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Receive and respond to incoming calls, pages, and/or Help Desk tickets regarding desktop problems.
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports.
- Assist in creating Help Desk knowledge base, technical documentation and manuals.
- Perform related duties consistent with the scope and intent of the position.
- Work with third-party support and PC equipment vendors as needed.
- Support in testing and deployment of new applications, updates, and systems.
- Assess functional needs to regulate system purchase specifications.
- Update and maintain the computer inventory and equipment.
- Provide new employee IT orientation.