

Computer Field Service Technician Job Description

Duties and Responsibilities:

- Perform day-to-day maintenance of personal computers and peripheral devices
- Help clients in troubleshooting problems and guide them to understand IT systems
- Apply helpdesk software to receive and respond to service requests from customers, document problem/resolutions, and to track time spent on resolving problems
- Keep record of problem resolution procedures and equipment inventory
- Adhere to established computer and network policies and procedures to ensure the security and health of systems; give feedback to help in continuously developing policies and procedures that meet current reality
- Keep and utilize necessary PC images
- Attend meetings regularly to be conversant with latest policies and procedures and to discuss issues of work
- Ensure professional attitude and appearance always
- Ensure any observed threat to the computer/network environment is reported promptly to senior technical staff and management
- In conjunction with senior staff, work with software vendors, local telephone providers, and other outside vendors to purchase new equipment, troubleshoot and resolve problems as may be needed
- Carry out research independently and in collaboration with senior staff to continually remain updated on changes in technology, in accordance with the policies and procedures of the company.

Computer Field Service Technician Requirements – Skills, Knowledge, and Abilities

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- Strong knowledge and skills in performing diagnostic, troubleshooting, and repairs of computer software, hardware, and peripheral devices
- Exceptional customer service skills to be able to communicate effectively with a cross section of people, including management, clients or end users, and the technical community; ability to work effectively with diverse groups of people in a remote environment
- Possess intermediate level of troubleshooting skills to discover root cause of IT issues, application error, basic connectivity, etc.
- Strong ability to work independently and to follow instructions from different people
- Strong prioritization skills to be able to handle multiple tasks or projects simultaneously
- Strong ability to work in a team setting and to share necessary information with individuals and groups (both technical and non-technical)
- Intermediate level knowledge of handling and preventing threat to customers' systems, including computer viruses, malware, and other threat
- Basic knowledge and understanding of networking, including cabling, wireless connectivity, connections to routers and switches, and its application; as well as knowledge of mainframe emulator programs
- Possess valid driver's license and ability to carry equipment.