

# Desktop Support Technician Job Description

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## Duties and Responsibilities:

- Organize training session for staff on the usage of new software/ applications and hardware
- Carryout diagnosis and repair of network-related problems
- Bring up-to-date and preserve computer inventory and surplus equipment
- Sustain and fix issues on LAN/WAN, VoIP telephone, Biometric, Video systems and other computing equipment
- Make sure desktop computers interconnect seamlessly with various systems
- Preserve passwords, data integrity and file system security for the computing environment
- Vouch for and implement upgrades on systems to guarantee longevity
- Evaluate functional needs to decide system purchase specifications
- Ascertain and repair hardware and network connectivity issues
- Launch VPN access for all remote users
- Support for technical upgrading and maintaining of entire desktop systems
- Assist in testing and deployment of new applications and systems
- Maintain an excellent level of customer service, ensuring that all customers are treated efficiently and in appropriate manner
- Maintain outstanding verbal communication skills with the ability to communicate seamlessly with technical and non-technical colleagues at all levels in the organization
- Resolve issues by carrying out problem analysis to implement temporary or permanent solutions
- Accurately record, update, and document requests using the IT service desk system and any other duties as assigned by the company.

## **Desktop Support Technician Requirements – Skills, Knowledge, and Abilities**

- Previous experience working in an IT support role, preferably four or more years of experience
- Previous work related experience in a customer service related role could be a plus
- Minimum of an associate degree or OND in computer science, information technology, or in a related field
- Excellent IT skills and knowledge of troubleshooting computer related issues both hardware and software, as well as desktop, laptop and mobile devices
- Knowledge of Microsoft system center configuration manager, VMWare virtual desktop infrastructure, encryption software, as well as other software can be an added advantage
- Knowledge of windows server, active directory, Microsoft exchange server, as well as TCP/IP, DNS and DHCP is desired
- Good communication skills, both oral and written
- Ability to meet new people and commence conversations
- Ability to multitask effectively and work in a fast-paced environment.