

IT Support Technician Job Description

Duties and Responsibilities:

- Talk to customers over the phone or via email to provide solutions to technical problems
- Perform diagnostic tests and troubleshooting to identify clients issues
- Provide customers accurate information on IT products and services
- Develop and implement technical procedures effective in quickly addressing customers' problems to minimize downtime
- Carry out assessments to determine the need for changes in hardware/software configurations
- Educate clients on procedures for resolving or preventing recurrence of a technical problem
- Act as liaison between the IT unit of an organization and its clients
- Explain and provide IT solutions to customers in non-technical and comprehensible terms
- Proffer recommendations to clients looking to purchase new equipment or replace existing ones
- Prepare and present reports to update management on IT support operations
- Operate and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.
- Respond to inquiries about hardware or software issues
- Perform scheduled maintenance on computer systems to ensure efficient operations
- Repair or replace faulty components of a computer/network system
- Design and maintain applications/websites for clients
- Attend educational programs, workshops, and seminars to stay abreast with developments in the IT industry.

IT Support Technician Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become an IT support technician, you need at least an Associate's degree in computer science, networking, or programming. Having a Bachelor's degree in any of the aforementioned disciplines increases job competitiveness. About 3 years of experience in the IT industry is also necessary for the IT support job
- **Communication Skill:** IT support technicians are able to use clear language and expression to provide technical support to clients
- **Problem-solving Skill:** They are well versed in providing IT solutions to address the needs of customers
- **Interpersonal Skill:** They work with various tech professionals to develop and implement IT support strategies.