



JD For Desktop Support Technician

Job Title: Desktop Support Technician

Company: [Company Name]

Location: [City, State]

Job Description:

We are seeking an experienced and highly motivated Desktop Support Technician to join our IT team. The successful candidate will be responsible for providing technical support to end-users, troubleshooting hardware and software issues, and maintaining the company's desktop and laptop fleet.

Key Responsibilities:

- Provide technical support to end-users via phone, email, or in-person
- Troubleshoot and resolve hardware and software issues on desktop and laptop computers
- Install and configure hardware and software on end-user computers
- Maintain inventory of hardware and software assets
- Keep end-user computers up-to-date with the latest software patches and updates
- Stay up-to-date with the latest trends and technologies in desktop support

Technical Competency Requirements:

- Strong experience with Windows and Mac operating systems
- Knowledge of hardware and software troubleshooting techniques
- Experience with desktop imaging and deployment technologies
- Familiarity with networking concepts and protocols
- Knowledge of security and compliance requirements for end-user computers

Behavioral Competency Requirements:

- Strong problem-solving skills and attention to detail
- Excellent communication and customer service skills
- Strong work ethic and ability to work independently
- Ability to learn quickly and adapt to changing requirements
- Strong time management skills and ability to prioritize tasks



Qualifications:

- High school diploma or equivalent
- Minimum of 2 years of experience in desktop support
- A+ and/or Network+ certifications are a plus