Job Description - Desktop Technician

Title

Desktop Technician

Description

The Desktop Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.

Responsibilities

Strategy & Planning
- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.

Acquisition & Deployment
- Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.
- Write technical specifications for purchase of PCs, desktop hardware and related products.
- Setup and deploy Microsoft Lync Phones for Microsoft Lync 2013.
- Setup deploy and manage cameras for security system

Operational Management
- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/0 and NIC cards, hard disks, ribbon cables, hard drives, RAM,memory chips, CD-ROMs, and so on.
- Collaborate with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.
- Where required, administer and resolve issues with associated end-user workstation networking software products.
- Receive and respond to incoming calls, pages, and/or e-mails regarding desktop problems.
- Answer to and perform moves, adds, and changes (MAC) requests as they are submitted by line managers.
- Ensure that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports.

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal.
- If necessary, liaise with third-party support and PC equipment vendors.
- Work with and manage AVL tracking system

Position Requirements

Formal Education & Certification
- 2 year degree from a technical school in the field of computers.

Knowledge & Experience
- Excellent technical knowledge of PC and desktop hardware, including Windows Operating System.
- Excellent technical knowledge of PC internal components.
- Hands-on hardware troubleshooting experience.
- Equipment support experience with Windows PC's.
- Working technical knowledge of current protocols, operating systems, and standards, including Microsoft Windows 7 and Windows 8.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.

Personal Attributes
- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Analytical and problem-solving abilities, with keen attention to detail.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.

Work Conditions

- On-call availability for 2 days per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.