

## Job Description

**Position Title:** Desktop Support Specialist

**Summary:** The Desktop Support Analyst assists team members with technical support of desktop computers, applications, and related technologies, either in person or via Service Desk phone support. Support includes installation and removal of computer systems and peripherals within established departmental guidelines. This role requires independent analysis, communication, collaboration, and problem solving. Due to the customer facing nature of the role, the ideal candidate will be able to demonstrate the ability to solve problems efficiently, and a desire to provide overall satisfaction to both internal and external customers.

### Responsibilities:

- Assists team members with the installation, configuration, and ongoing usability of desktop computers, applications, and peripheral equipment via phone or in person.
- Works with vendor support contacts to resolve technical problems with computing equipment and software.
- Troubleshoots and resolves problems with Audio/Visual equipment including exhibit displays and conference room equipment.
- Ensures the customer's corporate-supported computing devices interconnect seamlessly with diverse systems, including authentication servers, file servers, email servers, application servers, and other business-related computing environments.
- Recommends and/or performs upgrades on systems to ensure longevity.
- Provides rotational weekend on-call support for critical issues.
- Follows departmental support standards and guidelines.
- All other duties as assigned

### Education and Experience:

- Some college or formal technical training preferred.
- A+, Network+, and MCP certifications preferred.
- 1 to 3+ years in personal computing support in an enterprise environment.
- Understanding of Windows Operating Systems and Intel-based computing devices.
- Knowledge of standard business applications related to email, word processing, spreadsheets, and internet browsing.
- Understanding of basic enterprise systems and business-supporting applications.
- Organizational skills, analysis experience and problem solving.

## **Relevant System Knowledge**

- Microsoft server technologies including Active Directory, Office 365
- Desktop Operating Systems and Software including Windows 7, Mac OS, Office 2013/2016
- Other Systems/Software: Audio/Video Technologies, Cisco Phone Systems

## **Personal Attributes**

- Expertise in communicating with all levels and with technical and non-technical personnel
- Demonstrate self-discipline and motivation in all aspects of job performance
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, collaborative environment.

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