

Typical Responsibilities

- Providing phone, email, remote, and in-person support to troubleshoot various technical problems
- Installing and configuring computer hardware, software, peripherals, and networking equipment
- Resolving issues with internet connectivity, printers, scanners, phones, and other equipment
- Performing troubleshooting to diagnose system failures and identifying root causes
- Managing technology inventory and placing orders for equipment
- Escalating complex issues to the appropriate teams if unable to resolve them independently
- Providing new system orientation and training to end users
- Documenting technical issues and solutions in a ticketing system

Job Description

Now that we've covered who desktop support engineers are, let's explore in more detail the typical roles and responsibilities that make up their job description.

1. Provide Technical Support

The primary role of a desktop support engineer is to provide help desk support to users within the organization who are having problems with their IT equipment or systems. This includes:

- Receiving requests via phone, email, chat, or ticketing systems
- Asking questions to properly diagnose reported issues
- Resolving common problems like network connectivity, password reset, email access, printer jamming, etc.
- Tracking issues from initial report to final resolution

2. Troubleshoot Issues

When users experience more complex system failures, desktop support engineers leverage their technical expertise to troubleshoot and determine root causes. This involves:

- Investigating error messages
- Reviewing system and application logs
- Testing software and hardware to pinpoint faulty component(s)
- Escalating to a specialized team if unable to diagnose
- Documenting details to share with engineering/development teams

3. Install & Configure Systems

Desktop support techs handle a variety of installation, configuration and maintenance tasks to optimize computer systems throughout the organization, including:

- Formatting, partitioning and imaging hard drives
- Upgrading or replacing hardware components like memory, network cards, video cards
- Installing operating systems, software drivers and applications
- Setting up new devices, printers, scanners, etc.
- Configuring system settings, security tools, VPN access etc.
- Performing preventative maintenance activities

4. Provide Orientation & Training

With their specialized expertise, desktop support technicians frequently hold orientation workshops and provide informal assistance to teach users about utilizing technologies effectively, including:

- Demoing how to use devices, operating systems, software, printers etc.
- Developing training materials and quick-start guides
- Conducting one-on-one and group training sessions
- Answering usage questions
- Ensuring users optimize and properly handle equipment

5. Manage Inventory Equipment

Desktop support techs also handle inventory management and equipment procurement for their organizations. Their responsibilities related to this include:

- Tracking computers, devices, peripherals, components, and software licenses
- Identifying needs for additional supplies and hardware
- Installing and retiring equipment according to refresh cycles

Skills Needed

In order to handle such a wide variety of critical responsibilities - providing tech support, troubleshooting complex issues, configuring systems, training users, and managing inventory - desktop support engineers need a diverse set of technical and interpersonal skills.

Technical Skills

- **Operating Systems:** Extensive knowledge of operating systems like Windows
- **Hardware:** Understanding of computer components, mobile devices, printers, networks
- **Software:** Familiarity with productivity software, collaboration tools, security programs, etc.
- **Diagnostics:** Ability to review logs, run monitoring tools, conduct testing to pinpoint issues
- **Scripting:** Write scripts to automate tasks using languages like PowerShell
- **Networking Concepts:** Solid grasp of how LANs, WANs, Wi-Fi, VPNs etc. function

Interpersonal Skills

- **Communication Skills:** Ability to interact with users clearly, politely and patiently
- **Collaboration:** Work with team members to solve issues and implement improvements
- **Training Abilities:** Skills to educate non-technical users on utilizing technology
- **Documentation:** Note details clearly for future reference
- **Time Management:** Prioritize and handle high volumes of support requests
- **Problem Solving:** Apply logical thinking to tackle technical challenges