

**JOB TITLE: Desktop Support Engineer**

**DATE: 04/13/10**

**REPORTS TO: Site Operations Manager**

**DEPT:**

**APPROVED BY: Bo Gorham**

**SUPERVISES: n/a**

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**JOB SUMMARY**

Desktop Support Engineer to provide Level 1 and 2 support to our internal and remote users. This individual must be skilled in working with Microsoft Networking technologies to provide LAN & Desktop support services in growing network environment.

**DUTIES & ESSENTIAL JOB FUNCTIONS**

Daily responsibilities will be to install and deploy workstations to users. Troubleshoot and resolve LAN and desktop related problems. Perform moves, adds, and changes within the desktop environment. Participate as part of a team to enhance, develop, and implement existing and new internal support procedures & processes. Work as part of a team to design, implement, support, and enhance the network infrastructure to support the internal business requirements of the corporate office and call center (i.e. File Servers, Routers, Switches, Internal Mail Servers, Firewalls, etc.) and call center.

**OTHER FUNCTIONS AND RESPONSIBILITIES**

Duties may also include IT inventory management, customer satisfaction, procurement of equipment and software, packing and shipping of parts for repair, and others as assigned. Must be available for on-call rotation for production outages and issues.

**QUALIFICATIONS**

**Required Skills:**

- Strong knowledge of Windows and Mac based Desktop Operating Systems, and productivity application support, deployment, security updates and troubleshooting
- Strong knowledge of Windows Server 2003, Exchange, Windows XP, TCP/IP, FireWalls, Routing
- Strong troubleshooting skills / ability to think outside the box
- Ability to supporting a desktop environment and work with various backend technologies (i.e. Windows Servers, FireWalls, Routers, Exchange, etc.)
- Must be self motivated & detail oriented
- Strong written and oral communications
- Strong organization and analytical skills
- Proven ability to manage multiple projects in a dynamic environment
- Strong interpersonal skills and ability to work with cross-functional teams
- Ability to respond to frequent pressure to meet deadlines when work speed and sustained accuracy is paramount.

**Preferred Skills:**

- A+/Net+ certifications.
- Microsoft certifications