Dobson TECHNOLOGIES	
Job Description: Desktop Support Technician	Date: August 21, 2015
Job Description Number: DSSA 101	Reports to: Sr Vice President IT
FLSA Classification: Exempt	Location: Varies

ESSENTIAL FUNCTIONS:

As a Desktop Support Technician, responsibilities include: installation on desktops, laptops and peripherals, system upgrades and patches, and resolution of software issues as they relate to Dobson Technologies' Windows platforms. Additional duties include: system maintenance and recovery tasks, provide general troubleshooting on operational systems, and monitor system configurations ensuring functionality.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Diagnose, troubleshoot and resolve Microsoft Windows (Windows 7 & 8) hardware and software problems
- Install and configure new PC hardware and software on desktops, laptops and peripherals such as phones, printers, external drives and other related hardware
- Develop, prepare, tests and deploy hard drive images and be capable of supporting users in a virtual desktop environment
- Perform basic computer wired and wireless network troubleshooting
- Interact professionally with clients exhibiting strong customer service skills
- Develop, document and effectively communicate job processes, procedures and techniques
- Maintain proficiency in PC technical fields of expertise
- Coordinate warranty service where applicable
- Provide timely project updates and status reports
- Maintain a high level of proficiency in using helpdesk systems and tools
- Track and maintain personal computer equipment inventories
- Tests new hardware and software
- Instruct clients in the basic use of approved hardware/software
- Clearly communicate technical concepts to non-technical staff and customers

QUALIFICATIONS INCLUDE:

- Four or more years of Information Technology-related experience
- Associates Degree/ Technical Institute training in Computer Science, Information Technology, or related field
- Proven troubleshooting expertise in PC and Windows hardware and software.
- Windows 2003/2008 Server, Active Directory helpful
- Microsoft Exchange Server 2010 User Administration helpful
- Windows 7/8 Proficient
- Mobile Device management and troubleshooting experience helpful
- Securities Solutions: Antivirus, Anti-Malware and Anti-Spam
- Networking: TCP/IP, Wireless (802.11), DNS, DHCP knowledge
- Meticulous analytical and organizational skills with proven ability to multi-task
- Strong interpersonal, verbal communication, and written documentation skills.