

## **Desktop Support Specialist – Job Description Summary**

Responsible to deliver outstanding service to both internal and external customers. Assist in the troubleshooting of the network topology in day to day operations to ensure constant uptime and data integrity. The network is not limited to the network attached equipment, but also includes Focus XP, imaging systems, communication devices and any other devices attached to the network. Provide technical support to personnel and management concerning hardware and software. To work as part of a team by providing guidance and backup to the Technical Support Specialist and assisting others in an efficient, professional manner.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment
- Mental demands