

### What is a Desktop PC Support Officer?

A Desktop PC Support Officer is a person who provides assistance to users for their Desktop computer environment and Operating System software in a network environment.

### Roles of a Desktop PC Support Officer

- Provide support for computer users of a supported list of desktop PC products
- Provide support for a supported list of Desktop PC hardware
- Support and maintain a supported list of computer peripherals (eg printers, scanners)
- Assist with application software problems

### Career Opportunities

- Desktop PC Support Officers are graded according to experience
- Server Support Officer
- Supervisor

### Qualifications Required

- Experience in PC Desktop administration in a current network environment
- Experience in installing and using Intel based PC Desktops
- Experience in email systems at the Desktop
- Experience in administering an anti-virus environment at the Desktop
- Relevant certification (including Vendor) or academic qualifications viewed favourably

### Supervision provided

A comprehensive orientation program is provided for all new staff members with ongoing support.

### What sort of person should I be?

- Self-motivated
- People person
- Patient
- Logical thinker
- Keen to pursue a career in computer/network support

### Personal skills required of a Desktop PC Support Officer

- Good listener
- Team player
- Good communicator

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