**Company Profile :**

Lotus Petal Foundation has been in the nonprofit sector for more than 10 years. Our objective is to create equal opportunities for underprivileged children living in urban and semi-urban areas to enable upward social mobility. We create high-impact interventions in Education, Nutrition, and Livelihood by using innovative methodologies, scientific rigor, use of data, and analytics for the child and also for his/her community. Alongside, we are proud to mention that we are Great place to Work” certified for the 5th consecutive year.

Website : <https://lotuspetalfoundation.org/>

Location :  Khasra no 12/2, Dhunela Berka Road, Village Dhunela, Sector 31 , Sohna, Gurgaon, Haryana-122103 (India)

**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