



The [Service Desk Technicians](#) extend technical support to all internal IT and non-IT employees as well as customers facing problems related to hardware, software, and networking. They are responsible for troubleshooting problems faced by the end-users of PCs, laptops, and mobile phones by identifying issues and analyzing them.

Technicians receive trouble tickets raised by users through emails, telephones or in-person, as they are the single point-of-contact for any organization. They, therefore, handle these issues independently.