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I know the in and out of desktop support engineers life as I spend my initial 4 years of IT career as a desktop engineer, I've mentioned in this post here. There is a question mark in Desktop support engineers (this is applicable for Technical Support / Helpdesk Engineers as well) mind that how to move forward in the career.

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The job description for desktop support

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technician is. Maintaining and testing security, blocking unapproved access. To maintain the Organization's computer system to meet specific business goals. Monitoring daily computer performance. Update and maintain the computer record and equipment. To maintain a plan for the prevention of unexpected failures.

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