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# Example of Customer Service Desk Job Description

Our growing company is looking to fill the role of customer service desk. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer service desk

* Perform other miscellaneous IT duties as needed remotely using remote desktop software (log-me in rescue)
* Installation of equipment on the roof will be required from time to time
* Assist with PC deployment and maintenance
* Work with team members to develop, approve, validate, and maintain problem-resolution databases
* Interpret, analyze, diagnose, document, and resolve first-level customer service problems related to internal supported hardware, software, LANs, and WANs with the objective of closing calls on a first-call basis
* Research support issues when resolutions are not readily attainable by checking available resources, including but not limited to the incident/problem tracking system, internal websites, software manuals, and other team members/resources
* Appropriately escalate problems as required, and monitor resolution progress until the problem is resolved to the caller’s satisfaction
* Using the incident/problem tracking system, accurately document all incoming calls, keep tickets and customers updated on their issues / requests, and document all call resolutions
* Keep the Service Desk team and management apprised of any new support issues in a clear and timely manner
* Work to improve consistently all call-handling and resolution processes

## Qualifications for customer service desk

* Computer hardware replacement
* Work with third-party vendors to resolve issues when applicable
* Create knowledge base articles for the L1 support group
* Assist with onsite troubleshooting at local offices
* Travel to offices and distribution centers as needed
* A minimum of four years’ practical experience in the Computer Support field