Downloaded from <https://www.velvetjobs.com/job-descriptions/desk-analyst>

# Example of Desk Analyst Job Description

Our innovative and growing company is hiring for a desk analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for desk analyst

* Other responsibilities as assigned by Sr
* To contribute to overall achievements of required Service Level by maintaining agreed personal targets
* Diagnose and correct problems with computer hardware and software
* Troubleshoot Network Printers
* Replacement of peripheral devices
* Building images for workstations and deploying
* Documenting work in trouble ticket and project management software
* Communicating with the end user and team members
* Overtime required on an as needed basis
* May act as a team lead in the event of a service interruption or as an escalation point within the group

## Qualifications for desk analyst

* Driven by the aim to provide users/clients with the best possible service
* Willing to learn new skills and cross train
* Customer oriented approach required to ensure the service provided is efficient
* Ability to work as part of a multifunctional global team
* 3 years' experience in diagnosing, repairing and installing computer systems and desktop support
* Knowledge of networking fundamentals and concepts required