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# Example of Desk Support Job Description

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

## Responsibilities for desk support

* All receptionist responsibilities for the main office which consists of the Administrative, Marketing, and Title Departments, Commercial Escrow
* Assisting the administrative team in daily activities providing support to commercial escrow staff
* Provides hand-on training and guidance to less experienced personnel
* During problem escalations, act as a liaison between customers and Tier 2 supports
* Monitor Service Desk for tickets assigned to the queue and process first-in, first-out based on priority, priority level set on the ticket itself
* Provides expert level of support for 350 zero clients deployed across the department
* Ensures settings and functionality of all installations and configurations are correct following industry best practices and is responsible for meeting required installations performance benchmarks
* Deploys software according to system configurations, managing drive mappings, data security, system functionality, and configuration settings determined by organizational policies and processes for the department and by system staff engineers and administrators
* Must provide excellent customer service and delivery of technological services and tracks such service using tools such as JIRA Service Desk, Confluence and Bomgar
* Has set support hours with phone coverage as a part of these duties

## Qualifications for desk support

* Manage the upgrade of hardware and software when necessary to insure that all services are provided in a secure and timely fashion
* Ability to champion process improvement initiatives
* Working knowledge of VMware is an asset
* 1+ year of experience in a technical call center environment
* Quickly investigate the client’s needs, listen, show empathy, and provide technology solutions
* Help clients keep their “chill” when things go wrong with their technology