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# Example of Desk Job Description

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

## Responsibilities for desk

* Install, maintain and troubleshoot hardware and software issues (laptops, desktops, servers, printers, fax machines, copiers, mobile devices and more)
* Service Desk staff are responsible for ensuring customer satisfaction in every step of problem resolution
* Investigation and use of a knowledgebase is required to find the correct solution
* Keeping support services running smoothly and efficiently is a priority at the IT Service Desk
* Technical skills required – Windows Desktop , Outlook , Basics of alert management , basics of desktop packaging, JIRA / CA Helpdesk tool
* Excellent customer handling experience
* Develop, prepare, tests and deploy hard drive images and be capable of supporting users in a virtual desktop environment
* Perform basic computer wired and wireless network troubleshooting
* Maintain proficiency in PC technical fields of expertise
* Assist the end user community by recording, resolving, and responding to issues

## Qualifications for desk

* Experience writing end-user and technical procedures documents
* Must have a Security+ CE Certification walking in the door
* One year of experience in a customer service
* 1 year of experience providing help desk support or customer support over the phone
* Good communication skills and dependability
* Installs software on workstations and acts as consultant/liaison/advocate to/for our customers