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# Example of Desk Job Description

Our company is growing rapidly and is searching for experienced candidates for the position 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

* Learn about the IT systems and applications and understand how they interact with one another
* Respond to daily inbound telephone calls, emails and web base trouble tickets regarding technical issues from AMR employees including but not limited to hardware, software, email, enterprise applications, phone system, CAD’s
* Initiate the resolution of user and support issues, to ensure timely resolution of problems and positive impact on user satisfaction
* Rapidly resolve and respond to questions received via telephone, e-mails, letters, and callbacks
* Convey problems to appropriate individual based on established guidelines and procedures
* Attend training sessions and assist in training workshops when necessary
* Troubleshoot issues on windows servers
* Troubleshoot Share Point outages, connectivity issues, and outlook password issues
* Answer up to 30 calls or more a day depending on the severity
* Support to all employees

## Qualifications for desk

* The ability to identify user error of software versus a software defect (bug)
* Willingness to learn new software and a new industry
* Passion for quality customer service
* Some college coursework in information systems or equivalent required
* 4-year degree or equivalent experience preferred
* Working knowledge of procedures, utilities and program scripts is preferred