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

# Example of Desk Job Description

Our growing company is searching for experienced candidates for the position of 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 desk

* Ensure departmental compliance with internal controls and policies
* Respond to requests for assistance at user workstation providing phone and remote desktop support to remote offices/users
* Ability to troubleshoot PC hardware, LAN/Network and software issues, providing accurate, timely and creative solutions, and escalating more complex problems to senior staff
* Replace defective hardware as required
* Complete time logs and update assigned tickets in an accurate and timely manner
* Maintain and monitor over 16 SIPRNET (Classified) and NIPRNET (Unclassified) Exchange BridgeHead Servers and accounts supporting over 3,000 End Users
* Process work orders and trouble calls via Remedy
* Assist clients via phone, email and remote administration in resolving web browsing and email problems, clear printer queues, POP-3 configurations, LDAP, and various CLAN (Classified LAN), password lockouts and resets
* Monitor and manage the Next Generation Wideband (NGW) system
* Classified/Unclassified Internet web browsing, email and phone services to over 70 ships and mobile units globally

## Qualifications for desk

* AA/EEO
* 2-4 years help desk experience required
* Ability to analyze customer problems by type and severity for problem determination and resolution
* Also must be available to work Saturday shifts as a possible regular schedule or as needed
* Must be able to work a 5/24 shift schedule rotation
* ITIL foundation is desirable