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# Example of Help Desk Support Specialist Job Description

Our innovative and growing company is looking to fill the role of help desk support specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for help desk support specialist

* Effectively use available tools and resources to troubleshoot and resolve client requests
* Deliver prompt responses and resolutions, while actively navigating internal departments to ensure seamless resolution for all client requests
* Recognize challenging conversations and leverage positive language to resolve client needs
* Ensure client requests are completed within required time frames that align to client satisfaction goals
* Bring a passion for service, positivity, enthusiasm, professionalism, a strong client focus, and creatively to your role every day!
* Adds,removes and maintains user accounts on all servers, including password changes and account resets deletion of terminated employees
* Perform some network administration tasks, including creating new users, assigning rights, resetting passwords
* Work to problem solve issues that are called in or assigned, until the issue is resolved
* Transfer inbound calls to the appropriate staff when applicable
* Work with IssueAware tickets (those assigned and those created), SalesForce, and other programs as needed to track and resolve issues

## Qualifications for help desk support specialist

* Business process modeling experience desirable
* Ability to work on Saturdays on a rotational basis
* Must have an interim SECRET to begin work on the contract
* Ability to document decisions and actions problem resolution in clearly written and comprehensive manner
* C) Supervises operation of help desk and serves as focal point for customer concerns
* D) Provides support to end users on a variety of issues