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# Example of Help Desk Support Specialist Job Description

Our company is growing rapidly and is looking for a help desk support specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for help desk support specialist

* Deploys new and replacement systems, printers, and other peripherals
* Create site specific documentation to detail Informatics solution and milestones
* To participate in, and lead where appropriate, activities providing support to new customers and colleagues, including troubleshooting, parts dispatch, and escalation procedures
* Provide professional product training to new customers and staff
* To work with customers, System Implementation, Automation teams and external contractors to ensure that tendered solution meet the customer’s expectations in terms of performance and integration into the Laboratory Information and Workflow Management systems
* Ensure that performance and integration into the Laboratory Information and Workflow Management systems is achieved
* To partake in customer support activities and to own all requests for support or information through to completion even if input from other operational groups is required
* To maintain all specified equipment at the latest revision status by planning and implementing updates and modifications as required
* Ensure that Customer Support Activities are documented by the defined procedures- Complete
* In times of increased Informatics Development activity there may be a requirement to support the Informatics Development Specialists

## Qualifications for help desk support specialist

* Experience with Windows 7, Outlook 2010, Remote Access support
* 3 professional references in resume must be included
* Must be able to learn and understand the clinical business process as it relates to applications
* One year experience in help desk or call center environment, including application support
* Two years' experience working in a team-oriented, collaborative environment
* Administer daily updates to the database tracking tool