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# Example of Help Desk Support Job Description

Our growing company is searching for experienced candidates for the position of help desk support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for help desk support

* Provides ad hoc, statistical data analysis and documentation as required
* Overall general experience with help desk support
* Experience with troubleshooting network connectivity (printer and Internet)
* Experience wtih some sort of ticketing system
* Order equipment and services for employee business usage (cell phones, PCs, Printers, ISPs )
* First point of contract to triage, log, research, assign, and resolve incidents, alerts and service requests
* Record, categorize, prioritize and monitor the status and progress all issues to resolution
* Keep customers informed on the status and progress of their issues
* Escalate incidents as necessary per established run books, escalation policies and SLA's
* Log, dispatch, cross-reference and update all outbound support calls to 3rd Party Support Vendors

## Qualifications for help desk support

* Minimum 10 years Help Desk experience managing 24 hours/day, 365 days/year, Help Desk Operations
* Minimum 2 years’ experience with hands-on training in current applications
* Understands e-mail, voice, and Blackberry applications
* Knowledge of printer functions, connectivity, and skill set of basic troubleshooting of printing and scanning devices including, but not limited to, networked Multifunction Devices (MFDs) such as Xerox MFDs
* Firm working knowledge of Juniper VPN Management or other systems, as designated
* Knowledge of installation and troubleshooting IP cameras