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# Example of Help Desk Support Job Description

Our company is growing rapidly and is looking to fill the role 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

* We have about 40% Mac users, so familiarity with the Mac OS is an advantage
* Working with Active Directory, SCCM, Jamf Pro, and many more cutting-edge environments
* Maintaining a Google Apps infrastructure, a software licensing database, and be the go-to for all company computer inventory needs
* Additionally you'll be responsible for setting up and technologically orienting all Israel office newly arrived employees
* At least 1 year experience in a large IT department
* You'll need a good understanding of what a well-functioning Windows based office must look like
* Be able to flexibly handle both the minutiae the larger administration tasks and projects
* Good English and to not be afraid to look for solutions to complex issues on your own at times of need
* Be able to look for solutions to complex issues on your own at times of need
* Be technologically orientated and up to date with latest market developments

## Qualifications for help desk support

* Intermediate knowledge of the Windows 10 Operating System
* Experience handling customer calls and activities
* Ability to analyze hardware/software problems
* Must be available to work between 6am and 6pm M-F
* PC expertise and experience
* Knowledge and proficiency of Windows and Linux Operating systems including terminal services