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# Example of Help Desk Support Job Description

Our growing company is looking for a help desk support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for help desk support

* Logs and solves problems in a strong customer service fashion
* Confers with staff, users, and management to establish requirements for new systems or modifications
* Assist the end users in resolution of issues and problems
* Troubleshoots system, application and connectivity issues
* IT Help Desk support for all locations
* Integration of new systems into the network infrastructure
* Initial installation of Linux operating systems (imaging, system hardening)
* Initial installation of basic Ubuntu applications including pre-defined engineering applications
* Support certification of HW with IT Linux image
* Install, configure, update and troubleshoot services for customers on local clients such as HW/OS level concerns, web server, database server, applications server

## Qualifications for help desk support

* Ticketing systems (no preference, but they use Remedy)
* Experience administrating Windows Active Directory
* Primary shift available is 2nd shift from 3 p.m
* Familiarity with a call center environment
* Ability to give clear instructions and technical information over the phone
* 6 months + of experience in a call center environment where success was gauged by balancing call handle time and first call resolution