Downloaded from <https://www.velvetjobs.com/job-descriptions/helpdesk-technician>

# Example of Helpdesk Technician Job Description

Our company is looking to fill the role of helpdesk technician. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for helpdesk technician

* Resolve a regular workload of tickets as predetermined by management
* Resolve cases on or before their due date
* Communicate with requestor to keep them updated of status and delays
* Track, report and communicate status of individual ticket queue to management
* First line troubleshooting for technical issues such as
* Provide high quality customer service to all end users
* Utilize ticketing system to track issues and maintain detailed documentation
* Work within the team to maintain all SLA's and metrics
* Assists users throughout the facility
* Requires minimal supervision in performance of job duties

## Qualifications for helpdesk technician

* Excellent customer service practices and organizational abilities
* 6 months to 1 year of customer service and technical support experience
* Windows 7 support and troubleshooting
* Experience in high volume helpdesk
* A minimum of 3 years (5+ preferred) in an IT support position (technical help desk/support center, end-user training, ) with at least 2 years in a formal help desk organization
* Proficiency using and supporting Microsoft Office products, Microsoft Outlook