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# Example of IT Helpdesk Support Job Description

Our company is growing rapidly and is hiring for an IT helpdesk support. 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 IT helpdesk support

* Undertake small to medium-sized IT projects
* Install authorized software to laptops and desktops
* Ensuring security and upgrades are applied and kept up to date on desktops and laptops
* Antivirus installation to all desktops and laptops
* Creating purchase requisitions for IT hardware/software
* Ensuring all software purchased licensing is recorded and maintained
* Office365 Tier 1 Administration (accounts creation, pw resets)
* Setting up new users and disabling expired accounts in accordance with IT requirements
* Providing support for moves, adds, changes
* Prepare documents, meeting materials and correspondence

## Qualifications for IT helpdesk support

* Desire to learn new skills and to extend knowledge into new technologies
* Outstanding customer orientation, , ability to build rapport and trust quickly and to influence an audience through communication to arrive at the best solution
* Bachelor's or other post-secondary degree required
* At least 2-3 years of work experience in IT customer support
* Experience working with Windows operating system (including group policies, profiles, EFS)
* Knowledge of current connectivity technologies and VPN concepts