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# Example of IT Helpdesk Support Job Description

Our growing company is looking 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

* Perform miscellaneous job-related duties as assigned by the IT Department Head
* Flexibility to work variable/extra hours/days to meet deadlines, as required
* Provide assistance and support to colleagues in IT-related matters
* Ensure that a high level of customer service and support is provided to all internal and external customers
* Be on-call/onsite rotation outside of normal business hours as set by department head for the team
* Other Operationss duties as required
* 75% of their responsibilities will be managing and resolving incidents reported by email
* 25% of their responsibilities will be managing and resolving incidents reported by call
* Backup for basic Linux support when regular Linux person is out of the office
* Act as the primary escalation point for first line issues in need of escalation

## Qualifications for IT helpdesk support

* Experience working with Microsoft Office and functional tools such as remote control, request logging, knowledge management
* Willingness to work weekends and public holidays, if required
* Distinct customer focus, empathy and quality mindset
* Strong team spirit with the ability to work both independently and in virtual team settings
* Strong sense of ownership to effectively process and resolve issues across service lines and teams involved
* IT skills at least on a basic user level are required (you will be further trained)