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# Example of IT Helpdesk Support Job Description

Our growing company 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

* Play a key role in 24 x 7 global IT support capability, including out-of-hours working and on-call
* Have flexibility with your start and end time (Mon-Sun)
* Provide technical assistance and 1st / 2nd level support for incoming queries and issues related to computer systems, software, and hardware - through remote control of computers or phone
* Administer various user accounts
* Call logging & information gathering
* Provide Windows desktop & laptop support
* Monitor network connected devices
* Actively communicate with 2nd / 3rd level support teams
* Train users in the groups or individually
* Report to the service desk team leader

## Qualifications for IT helpdesk support

* Advanced knowledge of Polish, French, German or Portuguese language both spoken and written is an advantage
* You should enjoy helping to solve problems for people and have good analytical and problem-solving skills
* Prepares new computers and printers, installs new software, and applies updates to existing software
* Performs diagnostic tests within a complex integrated environment including multi-vendor software and within a segmented network
* Reports malfunctioning equipment, and makes arrangements for repair
* Adheres to the escalation guidelines as defined or outlined by senior management, timely reports all unresolved issues to senior management