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# Example of IT Helpdesk Job Description

Our innovative and growing company is looking for an IT helpdesk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT helpdesk

* Ensuring that the hardware and software applications are configured in accordance with applicable requirements and that their output complies with regulations
* Ensuring that no unauthorised software is installed on the EFB system
* Follow document blueprints and standard operating procedures
* Moving computer/printer equipment from offices/cubicles
* Assisting in the setup of office telephones for new hires
* Troubleshoot, diagnose and repair computer hardware
* Analyze information provided by HR personnel and other departments in order to create and/or modify accounts for new employees and/or existing employees
* Manage relationships with application vendors for various support needs
* Prepare and submit Change Management Requests for applications, in collaboration with stakeholders as needed
* Escalate highly complex or difficult technical problems to Manager

## Qualifications for IT helpdesk

* Instruct users via phone and/or email on the basic functionality of desktop applications
* Enter information into call tracking system and monitors to ensure customer service needs are met for all computer and network related issues
* Great attention to detail and follow up, verbal/written communication skills
* Must be able to speak, read, write and understand English as the primary language used in the workplace
* Knowledgeable in configuring mobile Operating Systems (iOS and Android)
* Previous working experience in supporting end users and documenting incidents at an “IT Helpdesk” for at least one year, preferably in a multinational environment