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# Example of IT Helpdesk Job Description

Our innovative and growing company is looking to fill the role of IT helpdesk. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for IT helpdesk

* Responds to and resolves hardware and software service requests for workstations, peripherals, and phones
* Troubleshoots networking issues to physical layer, OS and hardware issues, and DNS / DHCP issues
* Follow instructions and pre-established guidelines to perform job functions
* Be familiar with Service Level Agreements (SLAs) and proper response times
* Phone and inbound ticket queue support for global employee IT service requests
* Participate on Helpdesk team projects, complete tasks and ensure they are completed on time and to specifications
* Outstanding communication skills (written and verbal) with a good telephone manner and strong relationship building skills
* Maintenance of the EFB Policy and Procedures Manual
* Manage the update cycles and ensure that the updates are always completed on or before the cut-over date
* Liaise with vendors to ensure any defective items are serviced and returned for operations within the Service Level Agreement (SLA) interval itself

## Qualifications for IT helpdesk

* Bachelor's Degree in an Information Technology discipline or related field of study
* In lieu of a Bachelor's Degree, an Associate's Degree in an Information Technology discipline or related field of study
* Mobile Device Troubleshooting
* Support Mobile Handhelds
* Dell laptop/desktops
* Apple Mac, Ipad, Iphone