Downloaded from <https://www.velvetjobs.com/job-descriptions/it-helpdesk>

# Example of IT Helpdesk Job Description

Our innovative and growing company is searching for experienced candidates for the position of IT helpdesk. 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

* Administer a variety of help desk support software suites
* Supports cross-team functions such as invoicing, purchasing, licensing
* Acts as a central point of communication between IT and brands and departments
* Partner with various IT teams to process and escalate information
* Administrate and utilize various endpoint management tools
* Participates and supports disaster recovery initiatives and change management standards and procedures
* Interacts in a cross-team capacity to meet customer and organizational needs
* Participate in an on call support rotation which includes evenings and weekends
* Takes users issues and requests via phone, email, and Self Service Ticketing System
* Service internal and external customers cost effectively

## Qualifications for IT helpdesk

* This role will suit someone who is self-motivated and has a very strong work ethic strong personal time management and who can coordinate several tasks simultaneously
* Bachelor's degree in IT or a related field and 1-3 years of relevant work experience OR 5-7 years of relevant work experience
* Provide exceptional customer service to help customers with all IT needs
* Minimum of 2-3 years of relevant experience in IT Support
* Logs and responds to incident, events, and requests via phone, email or in person, providing Level 1 IT support to users
* Migrates user accounts and data to new computers