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

# Example of IT Service Desk Job Description

Our growing company is hiring for an IT service desk. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT service desk

* Upgrade, repair and replace computers and printers as needed
* Resolves user permission issues on multiple systems including, but not limited to, iSeries, JDA, Windows, VPN and industry standard applications
* Utilizes self-service technical support tools for clients and end users, such as FAQ's, live chat, knowledge base, manuals
* Ownership and management of customer incidents to resolution within agreed SLA’s
* Answer business user and external client requests that require technology related intervention
* Implement effective problem solving issues and manage appropriate escalation
* Create help manuals for existing and new programs and End-user Training
* Identify and recommend solutions and customizations to meet client requirements
* Front line for business IT Service Desk calls
* Voice of customer during outages

## Qualifications for IT service desk

* Regularly (2/3 or more) sit for prolonged periods
* Strong time management skills and ability to balance multiple projects simultaneously
* A +, Network +, or MCP certification, ITIL Foundations V2, V3 certification
* Support expertise in Windows 7 64-bit, Office 2013 and Office 2010
* Able (and willingness) to lift a minimum of 15kg’s
* Level 1 incident managers for IT Service Desk Tickets