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# Example of IT Service Desk Job Description

Our growing company is searching for experienced candidates for the position of IT service desk. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for IT service desk

* Maintain broad understanding of the IT organization
* Respond to audit requests ensuring compliance
* Identify, document and implement process or automation enhancements
* Embody the Spirit and conduct oneself with professionalism, integrity, resourcefulness, and caring
* Provide 1st level IT support (Single Point of Contact) including desktop related technical assistance via telephone, ticket system, emails and instant chat messaging tool
* 2 years’ experience in an IT service support environment essential
* Broad technical understanding of IT systems, applications and services, ideally gained in several different roles with different employers
* Able to work in a fast paced environment that is intent on delivering solutions to its customers in a timely manner
* Must have an absolute commitment to service quality and customer focus
* Contribute to team innovation through ideas for process improvement and efficiency

## Qualifications for IT service desk

* Basic technical skills and prior troubleshooting hardware and software support experience
* Providing desk side support for local users and remote assistance for global users
* Providing recovery assistance for lost or corrupt files
* Password resets, account activations and deactivations
* Documenting system configurations, developing work aids
* Minimum 10 years’ experience in Configuration and Patch Management