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

# Example of IT Service Desk Job Description

Our company is growing rapidly and is looking for an IT service desk. 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 service desk

* Gain an understanding, and deliver IT Support Services in line with customer requirements by understanding the Service Management application and its use in conjunction with Customer Service expectations
* Logging of customer calls accurately, undertake initial diagnostics & first time fix resolutions to calls where possible, or ensure efficient call progression to appropriate resolver team as appropriate
* Act as initial point of contact for existing IT issues and escalations in addition to the overall monitoring of call progression through the service management toolset
* Delivery of work task rotas, shift rota administration and reporting
* Ensure efficient escalation of higher priority calls
* Deliver effective and targeted communication of issues and updates as appropriate to customers
* Complying with all relevant security policies, quality policies, FCA regulations, Pensions regulations and department development standards
* Liaise with 3rd party vendors for procurement and support issues
* Provide frequent communications between the end-users and the IT Technology systems staff members
* Technical Support - responsible for effectively, efficiently and promptly resolving issues related to PC systems, software and company applications for internal users, including remote staff, to ensure customer satisfaction

## Qualifications for IT service desk

* Minimum 10 years’ experience deploying Navy medicine (or equivalent) Clinical Applications via SMS/SCCM, group policy, to include AHLTA, AHLTA Client Files, and Essentris
* Complete understanding of the configuration Control Process within Navy Medicine (or equivalent) Domain
* Demonstrated detailed knowledge of Information Assurance concepts and requirements
* System design integration planning for multiple large-scale installations, to include hardware and software evaluation, System Test and Evaluation, planning execution and management
* Must be proficient in Microsoft SMS/SCCM
* Bachelor’s Degree (if 10 years’ experience in Configuration and Patch Management not met)