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# Example of IT Service Desk Job Description

Our growing company is looking for an IT service desk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT service desk

* Identity and access management for user accounts, systems and applications in Chengdu
* 1st level network support, office LAN’s, troubleshooting the WAN infrastructure (it will be required to work closely with distributed teams and vendors or service providers in different time zones)
* 1st line support for Cisco network & VoIP systems, including Call Centre
* Monitoring and maintenance for server-room infrastructure, including MDF and other storage/servers equipment installed in the server-room
* With little supervision, respond to customer communication regarding software/hardware issues received via phone/e-mail and/or ticketing system
* Possesses extensive knowledge of company processes, procedures and product information
* Providing excellent customer service to our employees
* Ticket management support for our employees within required SLAs
* RSA SecurID software token administration
* WebEx /Verizon conference call administration

## Qualifications for IT service desk

* Education – BA or BS in technical discipline
* Demonstrated knowledge of IT business processes and procedures.Expertise in administrative ad enterprise application support
* Enjoy meeting people and building relationships with the employees you support
* You have a sense of urgency but maintain a calm demeanor under pressure
* Understand the process of configuring laptops and desktops software distribution
* Diploma or above in Information Technology