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

# Example of Service Desk, Senior Job Description

Our company is looking for a service desk, senior. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk, senior

* Providing first level support for software and hardware incidents and service requests for MAC, Windows and Google environments via multiple channels
* Learning and sharing knowledge in different forms, from contributing with articles in the Knowledge Database up to delivering trainings or facilitating forums
* Giving your best to represent the End Users’ needs and issues, escalate situations as required
* Keeping them informed on the status of their request and guiding for their best satisfaction and productivity
* 1st line support and advisory of international customers
* The receipt of issues reported by users, concerning the operation or interpretation of information systems
* The coordination of rapid and appropriate responses, including resolution of reported incidents & queries, or channeling requests for help to appropriate functions, monitoring progress
* Keeping users appraised of progress
* The maintenance of an inventory of equipment supported by the Service Desk together with logs of user details, problems and resolutions, for administration and planning purposes
* A mature and professional manner

## Qualifications for service desk, senior

* Matric/NQF equivalent, a tertiary qualification related to IT would be advantageous
* A+, N+, MCSA certified - (Server+ and MCSE preferable)
* Fundamental understanding of networking (IP, WINS, DHCP, DNS)
* A strong sense of customer service and skilled at providing the highest level of service and value to our customers promoting that sense among team members
* Ability to multi-task, exude nimbleness and be highly functional within a team environment
* Fluent English and French is a must (C1 is preferable)