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# Example of Service Desk, Senior Job Description

Our company is hiring for a service desk, senior. 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 service desk, senior

* Ensure all requests for services and incidents are logged/updated, addressed/resolved and followed up on if necessary
* Ensure all critical or VIP requests or tickets are attended to or resolved promptly and efficiently, documentation on the troubleshooting and resolution efforts are complete, issues are analyzed and followed up with the customers if necessary, and tickets escalated to the Tier 2 Technical Support are well documented and followed up on
* Ensure Tier 1 Lead is made aware of potential system problems or customer issues so as not to surprise lead and/or management personnel
* Make every effort to resolve reported problems prior to escalation, ensuring that all steps are taken and documented before escalating unresolved tickets to the Tier 2 staff
* Adhere to and follow standard operating procedures (SOP) used to support the Operation Center activities
* This function is NOT performed on a per shift basis
* This function is performed on a per shift basis
* Service operation and management
* Overseeing 100% of the requests, incidents and problems
* Taking ownership and control over completion of global deployment projects related to Desktop services and internal projects

## Qualifications for service desk, senior

* Strong understanding of 1st line support duties
* Very good knowledge of Windows, MS Office (certifications preferable)
* The accuracy and commitment to work
* The ability to act swiftly and make decisions
* ITIL processes knowledge (certification preferable)
* 10+ years of experience in call center and field dispatch operations with electro-mechanical