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

# Example of Service Desk, Senior Job Description

Our innovative and growing company is looking for a service desk, senior. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service desk, senior

* Deliver clear policy messages as appropriate
* Escalate more complex queries to the Team Leader or specific “cases” to the appropriate SME team or third party provider
* Maintain own continuing professional development to ensure information given is appropriate and of a high quality
* Analysis of trends in incidents and matching of known errors and problems so that root causes can be investigated by Assistant Manager, SME’s or wider business areas
* Active participation in CSI (Continuous Service Improvements) initiatives within team, function and Shared Service organisation
* You will be working in a fast-paced environment with a great group of teammates who are supportive and collaborative
* You will be able to assist in mentoring entry level analysts into performing better and providing better service
* The role will be stepping stone into any additional IT role that you may be interested in as we interface will all facets of the enterprise
* You will plan and manage the operations of the Help Desk services including providing tier 1 and 2 technical support to all users, and developing/maturing ITSM processes and tools
* Ensure proper solutions and knowledge management best practices are followed, and integrate Continual Service Improvement processes to continually refine and improve service delivery

## Qualifications for service desk, senior

* While performing the duties of this job, the employee is required to have close vision (clear vision at 20 inches or less in order to view a computer screen) and color vision (ability to identify and distinguish colors)
* 3 years of experience in customer IT support area
* Ability to perform in-depth troubleshooting skills on Windows Operating Systems (Windows 7 & Windows 2000), Microsoft Office products, and various Internet browsers to include Internet Explorer and Mozilla Firefox
* Ability to learn new technologies quickly (MS Operating Systems, Office Products, and DHS specified software)
* Knowledgeable of Problem Management best practice and processes
* Previous experience with system support in international corporation