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

# Example of Service Desk, Senior Job Description

Our company is hiring 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

* Establish key metrics and conduct “Deep Dives” into metrics and processes to develop strategies to enhance and improve team performance
* Ensure team delivers excellent customer service by retaining ownership of incidents and requests, and providing regular progress updates to end users and stakeholders
* Customer liaison, call logging and incident resolution via multiple contact methods eg telephone, email, webchat
* Provide an employee focussed approach through the timely and accurate completion of queries and activities
* Escalate more complex queries to the Team Leader or specific cases to the appropriate Service Desk team or third party provider
* Analysis of trends in incidents and matching of known errors and problems so that root causes can be investigated
* Handles first line incidents, including triage and troubleshooting, resolution where possible and assignment where required to 2nd/3rd line support teams and third parties
* May serve as the vendor certified Senior Technician responsible for working closely with the vendor on “in warranty” equipment and the resolution of equipment and part failures, ensuring the appropriate replacement equipment is received in a timely manner
* Serve as a representative of the department on corporate initiatives such as opening of new facilities, equipment swap outs, group moves
* Manage asset tracking which may include inventory logs, documentation, purchase order requests and reporting

## Qualifications for service desk, senior

* Security+CE (REQUIRED) ? DOD 8570.01-M IAT LEVEL II certification REQUIRED (Windows 7
* Experience with service desk support, monitoring and management tools (Siebel, E-requestor, Altiris)
* Experience with Cisco Ironport system administration
* Previous experience with leading projects
* Previous experience with leading a team is advantage
* Analytical skills and knowledge of relevant system