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# Example of Service Desk Support Job Description

Our company is looking for a service desk support. 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 support

* Escalate and route issues to other teams if necessary
* Track issues and update tickets to resolution
* Manage assigned Solution Support resources to including new business development for products and services
* Monitors and reports on Service Desk/Product Support performance indicators (KPIs), including ticketing system metrics, system performance and other services metrics as needed or required
* Evaluates and recommends tools and processes to increase operational efficiency
* Responsible for product issue resolution
* Serves as liaison to Services organization and other required departments with regard to issues, actions to be taken, and communication
* Manage the negotiation and financial settlements that may result from a product or warranty issue
* Lead and coach team in order to achieve high performance
* Provide representatives to participate on new product teams to develop product specifications that incorporate end users requirements

## Qualifications for service desk support

* 2-3 years of general working knowledge of Tidal Scheduler and/or equivalent tier one Enterprise Scheduling platform
* General working knowledge of the core SAP modules is preferred but not required1+ years basic support experience of MAC computer environment in order to perform basic over-the-phone troubleshooting to provide incident resolution and/or accurate incident escalation
* Current working knowledge with Windows XP and Windows 7 operating systems
* Familiarity with installation and support of relevant hardware including laptops, thin clients, desktops, printers
* Desktop and Laptop computers - Provide support for all Customer approved OS
* Audio/Video Equipment - Hands and feet support for video endpoints