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# Example of Service Desk Support Job Description

Our company is growing rapidly and is looking for a service desk support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service desk support

* Manages Tier III technical support issues by identifying root cause of complex problems communicated by the customer or TSR
* Deliver technical customer support over the phone in a call center environment
* Work with business partners to collect information pertaining to requests/incidents
* Document ALL user issues, symptoms and relevant information related to troubleshooting effort and resolution of issue in incident tracking system
* Handle problem research and resolution for routine end-user issues
* Hardware/Software – Participate in configuring, ordering, installing, maintaining, recommending and replacing personal computing hardware/software including laptops, desktops, printers, smart phones and office phones etc to provide optimal working conditions for end users
* 1st line support for the Service Desk, providing advice, information and assistance to end users
* Management of BT incident & request queues with an emphasis on SLA commitments & Data Quality
* Attempting to resolve all enquires on first contact with the end user
* Active engagement with all resolver teams who support the customers service towers

## Qualifications for service desk support

* 2-3 years of general working knowledge of SAP business processes or equivalent ERP experience2-3 years of general working knowledge of SAP account management or equivalent ERP experience
* Video Conference and Audio Video (“AV”) Equipment/Services - Hands and feet support for AV endpoint devices
* VIP Support includes support for monitors, laptop hardware and software, accessories, smartphones, and tablets
* Hands and feet support for Network Printers and Multi-functional devices
* HW warranty and non-warranty repair
* IMAC services which includes all IT Service Requests