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# Example of Service Desk Technician Job Description

Our innovative and growing company is hiring for a service desk technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service desk technician

* Receive and record incoming incident calls, chat requests, and web requests into the incident management system
* Answer, troubleshoot, research, and resolve incidents and service requests in accordance with SLAs, department goals, and individual performance targets
* Perform password resets after verifying customer credentials
* Promote data security awareness and report security breaches to management
* Assign incidents timely to appropriate systems status information to allow customers to manage their technical interaction with the systems
* Acquire and maintain current knowledge of relevant information technology procedures, systems, and applications
* Make suggestions for the continuous improvement of departmental procedures
* Create tickets (incident and/or work orders) for Non-secured Internet Protocol Routing (NIPR) and Secret Internet Protocol Routing (SIPR) issues received via telephone, web portal, and/or e-mail and document tickets in detail through the Automated Information System (AIS) (Remedy)
* Respond to all Service Desk customer calls and tickets for IT support with the objective of resolving 75% or more of all calls/tickets on first contact
* Ensure detailed resolution is documented in the resolution field of the AIS

## Qualifications for service desk technician

* Experience working in a public accounting, or other professional services, firm a plus
* Must be self-motivated and dedicated to continual personal and professional improvement
* Have a comprehensive knowledge and understanding of Computing and are able to provide ‘first level fix’ support advice and guidance to customers and members
* Have Service Desk experience and using a call logging system
* Must possess a working knowledge of PC hardware, components, and operating systems
* Demonstrate technical proficiency and understanding of base operating systems and applications (Office, Acrobat Pro, Lync or Skype for Business, Adobe Creative Suite)