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# Example of Service Desk Job Description

Our company is growing rapidly and is hiring for a service desk. 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

* Interrogate SQL databases for anomalies/information to aid in query resolution
* Be open to completing relevant IT certifications (paid for by the company)
* Take part on the Service Desk rota
* Windows technologies
* CSV, EXCEL data manipulation
* Support and maintain computer systems, communication platforms, and peripherals
* Gather information for status reports on progress of projects, open items, and issues
* Follow the established standards for documenting projects, configurations, and standard operating procedures
* Responsible for Service Desk and desktop systems compliance including password management, documentation, maintenance, provisioning access, and data protection procedures
* Work to minimize downtime impact on users through accurate communication, planning of scheduled downtimes and quick problem resolution for unscheduled downtimes

## Qualifications for service desk

* Minimum of Associates degree in Computer Science or related IT major
* Bachelor’s degree or equivalent (preferably in the field of Human Resources, BA, Psychology or Economics)
* Two years of experience in Human Resources and/or Administrative/Client Support type of role
* Excellent interpersonal skills and stakeholder management experience
* Strong attention to detail, ability to organise own work and prioritise assigned tasks
* Good problem-solving skills, proactive attitude and ability to deal with ambiguity