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# Example of Service Desk Job Description

Our company is searching for experienced candidates for the position of service desk. 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

* Design and deliver coaching to Service Desk Analysts
* Conduct weekly monitoring feedback sessions with Service Desk specialists
* Develop programs, methods and materials for the coaching of staff hands on and hands off
* Co-ordinate class arrangements and schedules for coaching
* Conduct research to develop specifications for content of courses and training manuals in coordination with the training team
* Develop and implement methods for evaluating the effectiveness of programs and modifying programs based on feedback
* Coordinate with other service desks within and/or outside the organization
* Driving forward improvements in Service Level Management to ensure value is delivered via our service offerings
* Ensure the team is providing outstanding customer service
* To regularly review trends in service demand and provide incident analysis information

## Qualifications for service desk

* Associate degree in Computer Science, Electrical Engineering, Information Systems or vocational/technical degree OR equivalent relevant experience in addition to the minimum experience requirement
* IPhone experience very desirable
* Team player with Customer focus mind set
* Proficiency in English language both written and spoken
* Considerable knowledge of MS Office (Outlook, Word, Excel & Access) and/or experience with databases
* Be an excellent in Windows desktop support with remote tools