

Example of Desk Support Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is searching for experienced candidates for the position of 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 desk support

- Interface with FO / BO / External Vendors / Clients on general queries
- Coordinate with new product approval process (NPAPs, ISAPs, IAPs)
- Participate in testing and sign off
- Attempt to resolve all incidents directly with customers (Internal and External) using prior experience, documentation, reference knowledgebase, remote access tools, When necessary delegate the incident to other appropriate IT team members
- Prompt identification, analysis, and diagnosis of all support issues providing customers with frequent updates on the status of their support request including an ETA for a resolution deploying a loaner machine to end users whose issue is preventing them from completing their job responsibilities
- Timely escalation of all unresolved support requests to tier 2 Support Desk technicians
- Maintain a strong working knowledge of supported systems and continually strives to enhance knowledge through ongoing training, reading, and participating in projects
- Troubleshooting and resolving customer issues, including identifying user errors, unit issues, RF abnormalities and network related problems
- Responsible for maintaining the troubleshooting process for customers (internal and external) reported issues.🔍🔍
- Acts as a liaison between Engineering, Operations, Sales, Marketing, Customer Care, Corporate Engineering and our customers

-
- Ability to be organized, share knowledge and work independently collaboratively
 - Is committed to taking on challenges with a high level of energy
 - Makes decisions that are in the best interest of the company and strives to align self with company core values
 - Able to communicate effectively and persuasively in order to gain resources for the department
 - Works effectively with others on projects, tasks, and decision making
 - Minimum 2 years of relevant technical experience (Retail Stores Support, Desktop Support, Applications/Communications Support)