



# Example of Desk Support Job Description

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Our growing company is hiring for a desk support. 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 desk support

- Monitor status and functionality of systems and applications
- All receptionist responsibilities (answering phones, greeting visitors, lobby set-up, process deliveries and mail)
- Assisting with opening the new customer/client files into the database system
- Office supplies, work/copy room upkeep, assisting Escrow teams as needed
- Respond to calls, e-mails and requests through the ticketing system and provide prompt, accurate responses and services through phone and e-mail
- Provide outstanding customer service to end users
- Handle a high volume of inbound phone calls that originate from various parts of the business
- Document all work into the ticketing system
- Install, configure and upgrade computer hardware / software
- Initiate event bridges that result from an outage or critical event

## Qualifications for desk support

- Strong user and security group AD and Exchange administration
  - Bachelor's degree or equivalent technical training in a computer related field of study
  - Maintain stability of performance under pressure
  - Must be able to walk between 5,000-10,000 steps per day
  - Ability to lift 35 lbs.
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