



Example of Help Desk Administrator Job Description

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Our innovative and growing company is searching for experienced candidates for the position of help desk administrator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for help desk administrator

- Creating user accounts and managing access control based on company policies
- Setting up work stations for new employees and providing IT introductory training
- Virus management
- Server maintenance and updates, including patch management, performance monitoring, and hardware maintenance
- Troubleshooting current Microsoft operating systems, server and workstation
- Providing support for organization's network including LAN, WAN, and WLAN
- Providing support for phone messaging system, voicemail, and electronic fax
- Providing support after normal working hours when necessary
- Performing system backups and conduct tests for data restores
- Following documented processes

Qualifications for help desk administrator

- Possess a thorough understanding of principles of TCP/IP based networks
- Knowledge of computer workstation functionality and components
- Dedication, teamwork and professionalism
- The ability to handle high pressure situations and deal with ambiguity
- Possess a thorough understanding of consumer-level audio, video, and home

- Reliable, and can be counted on to work all scheduled work days