



Example of Help Desk Administrator Job Description

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Our company is hiring for a help desk administrator. 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 help desk administrator

- Provide on-site and remote account administrative support to database user populations of multiple community organizations
- Assists in collecting new requirements for development to meet customer's needs
- Designs user interfaces and works with customers to test applications and assures software and systems quality and functionality
- On a daily basis, staff will be expected to make decisions regarding service delivery
- First point of contact for internal customers reaching out to IT to assist with all of their technology needs
- Respond to customer calls and inquires for assistance
- Install/troubleshoot client hardware/software (including Printers)
- Install/troubleshoot CISCO IP phone hardware/software
- Provision new customer accounts using Active Directory resources
- Positive interaction with customers, incidents are documented and resolved in a timely manner

Qualifications for help desk administrator

- Working experience with MS Windows Server operating systems, Active Directory, MS Sharepoint, and MS SQL are desirable
- A successful candidate will have excellent verbal and written communication,

- It is imperative that the candidate has the ability to work with users of all ranges of knowledge and seniority ability to work independently
- Exceptional customer service orientation is required
- Must have the ability to introduce new technology
- Must possess an active TOP SECRET security clearance