



# Example of Help Desk Administrator Job Description

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

- Complete desk/office IT equipment moves
- Knowledge of the principles and practices of information technology
- Knowledge of the basic functions and operations of the agency
- Ability to maintain documentation and logs
- Ability to test new hardware and software
- Knowledge of agency and enterprise wide information technology systems
- Ability to test network components/applications
- Ability to determine function needs and system requirements
- Ability to stay abreast of technology changes and trends
- Ability to research current hardware/software technologies

## Qualifications for help desk administrator

- Applicant must have strong IT background (e.g., Windows & Linux OS experience, Server Experience and Networking Experience) along with expertise in implementing software systems engineering process, including development, integration, and testing process is required
- Models and Simulations and MC C2 systems experience is desired, but not required
- Ability to document and update processes and perform tasks under deadlines
- Meet DoDI 8570.01, DoD 8570.01-M, and AR 25-2 Information Assurance Technical (IAT) baseline and computing environment (CE) certification

- Windows desktop administration (i.e., Windows 7/8/10, MCP, MCSE, etc)