



# Example of Help Desk Administrator Job Description

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Our growing company is looking for a help desk administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for help desk administrator

- Ability to identify customer needs and determine solution
- Ability to research and make recommendations
- Ability to develop solutions based on analysis
- Ability to evaluate existing systems and understand their structure and component parts
- Ability to analyze data and test results
- Ability to evaluate operations for efficiency and effectiveness
- Interacts with all levels of personnel in a way that promotes respect, encourages cooperation and contributes to excellent performance
- Maintains a high level of technical job skills by attending and completing various seminars and training courses and reading appropriate literature
- Maintaining printers and printer clients, including distributing printer toner
- Managing incoming requests from employees at all levels for technical support

## Qualifications for help desk administrator

- Account administration (Password resets, profile maintenance, user permissions, exchange e-mail issues, etc)
- Remote Desktop administration
- Understanding of networking technologies, cabling, patch-panels, IP subnetting, DHCP, encryption, and Virtual Private Networks
- VMWare/CITRIX applications in support of virtualization
- BMC Remedy ITSM system (or similar trouble ticket tracking system)

