



Example of Help Desk Administrator Job Description

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Our company is growing rapidly and is looking 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

- Must be both able and willing to document problem/solutions in our knowledgebase to empower other team members
- Responsible to pioneer use of new Windows operating systems
- Must act with a sense of urgency and be willing to occasionally support users after normal working hours
- Advanced troubleshooting and resolution for technical issues related to computing hardware, operating system, application software, server, email, networking, backup utilities, antivirus, whole disk encryption and remote access
- Maintain and support the University IT Knowledgebase
- UNIX and Windows Systems Administration for server environment
- On-call, writing emergency communications, participating in after-hours maintenance and other duties as assigned
- Assist Physical Security Manager with access control
- Test and deploy system updates
- Troubleshoot computer hardware, software or network issues

Qualifications for help desk administrator

- At least three years of experience in the area of videoconferencing and audio-visual support is required
- Knowledge of Polycom video-conferencing systems and equipment is

- Applicable certifications suggested
- Willingness to participate on tasks at all levels including, but not limited to desktop builds, deploys, and inventory control
- A passion for Microsoft (Windows OS, Exchange, AD, Office, Outlook,) and Apple (OSX, iOS, Macbook Pro, Apple TV) technologies, including hardware and software applications