



Example of Help Desk Coordinator Job Description

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Our company is hiring for a help desk coordinator. 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 coordinator

- Online courses in the appropriate learning management system
- Gather, prepare and submit material to meet SACCS accreditation requirements, other continuous improvement and regulatory initiatives
- Suggest improvements to work flows and processes to improve the efficiency of the office
- Completes mobile device installations on iOS, Android, and Blackberry based hardware
- Supports enterprise software deployments client follow-up support
- Supports office IT hardware moves
- Inventorying of IT hardware and software
- Exhibits professional appearance and demeanor at all times
- Customer Service. Provide outstanding telephone, email and chat support to our internal and external end users
- Providing first-line problem analysis and resolution

Qualifications for help desk coordinator

- Candidate must be highly organized, thorough, self-motivated, proactive and outgoing
- Extensive collaboration with teammates and customers is required – Strong communications skills are necessary
- Understand internal employee needs and provide solutions to help enable

- Be a customer advocate and relay customer feedback, needs and wants to the rest of the IT organization
- Receive IT support requests through various channels including phone, chat, e-mail, and employee self service
- Provide remote IT support for quick resolutions to software, OS, telecomm, and network related issues