



Example of Help Desk Specialist Job Description

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Our innovative and growing company is searching for experienced candidates for the position of help desk specialist. 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 specialist

- Participate in a quality program to certify that a high level of accuracy and Golfer Care are consistently delivered, utilizing Net Promoter Score (NPS) as the primary driving metric
- Create and deploy workstation images via Microsoft Systems Center Configuration Manager 2012
- Manage Mac servers and end user devices
- Manage the breakdown, relocation, and setup of workstations to accommodate user relocations, site remodels, and new location installations as assigned
- Process new user account / email setup, and departing user account retirement
- Ensure Windows and Mac devices are kept up to date with security updates
- Ensure all end user devices are protected and managed by Symantec Endpoint Protection
- Facilitate building access / security requests
- Train users on the PC operations and standard applications as required
- Research, test, recommend, price, purchase and deploy end user workstations and devices

Qualifications for help desk specialist

- Initiate all helpdesk requests and create tickets

- Support all standard desktop software and hardware devices
- Maintain Knowledge base of solutions
- Provide basic "how to" assistance for standard desktop productivity software
- Provide recovery assistance for file corruption and restores