



Example of Help Desk Specialist Job Description

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Our growing company is looking for a help desk specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for help desk specialist

- Maintain end user device inventory
- Provides 24x7 Help Desk support as defined by first response/Tier 2 support
- Provides phone and in-person support to users in the areas of e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications
- Create Help Desk tickets in the designated ticket tracking system, provide an initial acknowledgement to the end user validating receipt of the ticket if possible
- Resolve ticket, communicate resolution to the end user and obtain customer sign-off before closing ticket
- If unable to resolve thoroughly, document ticket with actions taken in an attempt to resolve and escalate ticket
- Receive, triage and route tickets to Tier 2 Help Desk
- Monitors operational activities of all cells to maintain centralized situational awareness of the overall health of NGA IT services
- Trains and provides guidance and direction to less senior Help Desk staff
- Responsible for Encompass Helpdesk support for the Southeast Region

Qualifications for help desk specialist

- Assist with hardware and software incidents regarding system performance, poor response and system configuration
- Reassign tickets using the appropriate call types when required
- Remain current with the industry in knowledge and use of technology and

technology exploitation that will improve delivery of the Services efficiently and effectively

- Support all Services-related Equipment and Software included in the IT Service Catalogue including both Standard and Non-Standard Products
- Provide desk side support Services for Supported Desktop Standard Products in Mississauga, New York , Los Angeles and remote users within the established procedures
- Provide desk side support Services for ad hoc customer training and how-to assistance