



# Example of Help Desk Specialist Job Description

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

## Responsibilities for help desk specialist

- Interact with various vendors from Credit bureaus to hardware audit, fire inspections
- This will require independent reading and learning of technologies
- You will be responsible for providing support to end-user community on hardware, software and network related problems, questions, and use
- Capture and document relevant information through online tracking system, prioritize issues and investigate solutions
- Provide immediate resolution if possible or assigns issue to the next level of support
- Act as incident coordinator by keeping affected parties updated throughout the incident lifecycle
- Performs problem resolution on the telephone with users, walks the user through a series of steps to determine problem and classify level, priority and nature of the problems and systems
- Partners with developers and engineers to reduce reoccurring incidents
- Assist in developing continuous process improvement for support tools, troubleshooting techniques
- Communicate to appropriate internal personnel of issues at a particular account?

## Qualifications for help desk specialist

- Ship replacement hardware for break fix
- Remotely resolve software troubles via telephone and remote take over

- Provide a high touch service including how to support for VIP's
- Coordinate with 3rdparty service providers addressing installations, moves, adds, changes (IMAC's) for voice network equipment