



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. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for help desk specialist

- Determine severity and complexity of a reported issue and if necessary escalate to the appropriate specialist
- Help ensure a high level of customer satisfaction through ownership, resolution and appropriate escalation of issues and trouble tickets
- Troubleshoots, isolates, documents, and resolves problems reported by users
- Builds and maintains PC systems
- Keeps current and knowledgeable on all corporate approved software, general technological advances
- Researches and resolves hardware and software application problems
- Ensuring a timely process through which problems are controlled
- Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool
- Maintain and update tracking tool
- May report recurring problems to management

Qualifications for help desk specialist

- Provide standard remote support for non staffed locations
- Provide assistance to user requests for help, clarification and incident resolution

responsibilities as required

- Must have good communication skills via phone call, e-mail, voicemail, walkup, fax, or Web interface
- Tier 1 provides (basic technical troubleshooting), , receiving, assigning, escalating, resolving, tracking and reporting of customer technical issues
- Tier 1 will provide initial support to assess the severity of the issue by reviewing the problem and creating a trouble-ticket