



Example of Help Desk Specialist Job Description

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

Responsibilities for help desk specialist

- Advanced skills in a particular software application or specialty such as electronic mail, or the ability to access and manipulate Microsoft Office documents
- Should have a solid background and understanding of Information Technology and Data Centers, preferably DISA or DECC
- Complete Routine Service Desk tasks prior to the end of each shift or as directed
- Review all open NIPR, SIPR and CR Tickets at the beginning and end of every shift and taking action to prevent breaking service windows
- Review each ticket and taking action as necessary to meet established priorities
- Ticket has been reviewed and no action is required at this time
- Ticket has been reviewed and will be worked during my shift
- Complete SITREP review with someone from out-going shift at shift change
- Annotate in DEPS SITREP Review completed at shift change
- Complete SITREP update on every shift

Qualifications for help desk specialist

- Verify the most current versions of anti-virus and SCCM agent software are installed and if not the case, take corrective action
- Three (3) years Help Desk experience with a Bachelor's Degree in a Business, Technical or Math related field
- Five (5) years with an Associate's Degree and/or seven (7) years experience

- H.S / GED and 4+ years' experience in an IT or call center environment and 2 years' experience in a customer service position
- Associate's degree or 2 years of college in IT related field
- High school diploma along with 2 years of customer service experience