



# Example of Help Desk Technical Support Job Description

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Our company is looking for a help desk technical support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for help desk technical support

- Troubleshoot software and hardware
- Perform domain activities within the DOD (U.S. Air Force) computer environment to resolves technical problems pertaining to computer hardware, software, network, and telecommunications systems and create accounts and database instances via telephone, remote access, and face-to-face as necessary in support of Headquarters, Air Force Research Laboratory, Wright-Patterson Air Force Base
- Configures and maintains user desktops, laptops, and iPhone devices and keep them updated with new software and security patches
- Most of the current computers are currently running Windows 10 and some are running Windows 7
- Will diagnose, identify, isolate and analyze problems utilizing historical database records
- Need to resolve as many problems as possible over the phone or remotely on the initial call or contact from the user
- Maintains and updates records and databases
- Alerts management of recurring problems and problem patterns
- Provides Administration and Creation activities in support of the AFRL HQ SharePoint Sites
- Performs analysis of problems and assist with corrective action to restore functionality, and works with technical, customer service or development staff

## Qualifications for help desk technical support

- E) Identifies, researches, and resolves technical problems
- F) Responds to telephone calls, email and personnel requests for technical support
- G) Documents, tracks, and monitors the problem to ensure a timely resolution
- H) Provides second-tier support to end users for either PC, server, or mainframe applications or hardware
- I) Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem
- J) Simulates or recreates user problems to resolve operating difficulties