



Example of Help Desk Technical Support Job Description

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Our growing company is searching for experienced candidates for the position of help desk technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for help desk technical support

- Identify and troubleshoot all issues with the goal of increasing customer satisfaction
- Log calls as required by current documented procedure, BPIs, and WIs
- Escalate complicated hardware, software, networking issues to Technical Support Specialist for resolution assistance when needed
- Provide after hours and weekend coverage as specified and scheduled by management - follow current guidelines and directives on response time
- Log all after hours calls and contacts as required by current documented procedures, BPIs, and WIs
- Design and develop courses of action, evaluate these courses in a test environment, and implement the best solution to the problem
- Provide remote and onsite support country troubleshooting and providing resolutions to technical issues on hardware, software and mobile devices reported by end users
- Provide support in the areas of PC applications, voice/ PBX /phones, computer software and hardware, network operating systems, internet services, multimedia and messaging software, mobile and wireless devices and any other ICT area as required
- Implement the computing platform, networking infrastructure and application systems with respect to the company's IT strategy
- Act as a liaison between offices, systems integrators and vendors when

Qualifications for help desk technical support

- Create BlackBerry accounts, Assist with the configuration of Apple
- Previous experience in direct customer contact, both over the phone and in person
- Knowledge of computer hardware/software (Microsoft Operating Systems experience)
- Typically resolves less complex problems while referring more complex problems to senior level
- Very comfortable using PC, Internet, applications and MS Office suite
- Ability to successfully obtain a background investigation (MBI Clearance)