



Example of Helpdesk Support Job Description

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Our innovative and growing company is looking to fill the role of helpdesk 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 helpdesk support

- Maintain regular updates on existing, open calls and accurately record actions taken in resolving them where possible
- Ensure regular communication between the helpdesk and customers on the current status of their calls
- Appropriately distribute calls to the helpdesk, 2nd and 3rd line support and team of field engineers
- Assist the team of hardware engineers where possible, ensuring regular communication between the engineers and the customer takes place
- Maintain a polite and friendly attitude at all times
- Deal with all first line Managed service calls
- Assist in quote requests To assist and support the customer services manager when required
- Assist in the generation of end of daily, monthly statistics and key performance indicators
- Provide technical assistance and support for incoming Support tickets
- Determine the root of problem and assist with a solution in a timely manner

Qualifications for helpdesk support

- Provide technical support and troubleshooting to network, desktop, and/or systems hardware and software
- Windows desktop OS, primarily Windows7/10

- Candidates must be able to pass a background check
- This candidate will be a part of their Syndication (full length tv shows travelling to stations over satellite) Support team- they eventually want to phase this out and get off of using satellite and have all syndication through the internet, but it's a long process