



Example of Helpdesk Support Job Description

Powered by www.VelvetJobs.com

Our company is looking for a helpdesk support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for helpdesk support

- Strong experience with MS Word
- Will be monitoring computer systems, satellite receivers and satellite dishes
- There is no call quota, so some days they may have calls that last a few minutes and other calls may last 2 hours- average call time is around 20 to 30 minutes
- Will initiate contact many times with the tv stations, to alert them of an issue, before they even realize there is one
- Email address set up
- Changing email addresses
- Troubleshooting issues with Exchange and Outlook
- Documenting and closing issues within ticketing system
- The position answers calls from external customers related to accessing account information through various types of media including Internet and phone access
- Answer all first level HR system queries, taking ownership for the query and managing expectations of the resolution

Qualifications for helpdesk support

- Knowledge of Windows Server- Server 2003 and upgrading to Server 2008
- Minimum two years of Industry Knowledge
- Minimum two years experience in Personal Computer (PC) hardware/software maintenance and Help Desk support

mission

- Ability to quickly develop new job-specific skills
- Willingness to perform shift work and on occasion may be required to work additional hours beyond normal shift and also on weekends