



# Example of Helpdesk Support Job Description

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Our company is growing rapidly and 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

- Balance business needs against employee expectations to ensure high levels of customer satisfaction
- Prioritise and escalate queries to HR team specialist as appropriate
- Follow standard help desk procedures and log all help desk interactions
- Proactively research employee questions using available information resources and networks within the business
- Support in the process documentation to support
- Interact with systems administrators, software systems engineering, and/or applications development to restore service and/or identify and correct core problem
- Escalates more complex problems
- Responsible for security, integrity and reliability of desktop systems
- Reports to Help Desk Supervisor
- Develop recruiting strategies designed to identify qualified candidates through various recruiting tools

## Qualifications for helpdesk support

- Scripting experience (Perl, VBS, shell)
- Familiarity with Network Infrastructure- connectivity, file shares
- Help Desk Professional certification is required along with Security+ CE certifications
- Familiarity with ISO processes and documentation standards are preferred

