



Example of Helpdesk Support Job Description

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

- Match candidates' strengths with clients' requirements by evaluating, screening, and interviewing candidates
- Negotiate wages, terms and conditions of employment with candidates, and gain a commitment from candidates for current and future job requirements
- Manage contract employees while on assignment
- Work with Account Managers to identify top accounts, target skill sets, key market segments, and assess clients' staffing requirements
- Communicate with peers by sharing recruiting "best practices" and providing accurate, thorough documentation on applicant tracking systems or other documentation tools
- Maintain relationships with industry contacts to provide exemplary customer service, gain industry knowledge, and obtain referrals and sales leads
- Update system software
- Scheduled mandatory maintenance of PC and laptop systems
- Must be able to manage time well and make some decisions
- Duties can change based on company processes

Qualifications for helpdesk support

- Knowledge of Windows Server- Server 2003 and upgrading to
- Ability to learn customer proprietary software system
- Ability to communicate with customers, employees, and business contacts in

- AS degree in business preferred and two (2) years of experience in a business or technical position
- Experience with both Mac and MS Operating systems and hardware is desired