



Example of Helpdesk Support Job Description

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Our company is searching for experienced candidates for the position 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

- Ability to research solutions, follow trends and changes in the I.T
- Managing users-Manage Users in AD Evt
- Direct support to our leadership, HR and Payroll teams
- Transacting complex personnel actions
- Troubleshooting processing errors
- Auditing data and other administrative duties to support the HRIS function
- Troubleshoot the issue remotely
- Communicate resolution activities required and timeline
- Dispatch ticket to Field Techs if site visit is necessary for resolution
- Update ticket and close

Qualifications for helpdesk support

- Experience supporting executives and/or highly technical customers
- Computer troubleshooting and repair
- Very personal and friendly
- Able to perform under pressure/high stress
- Assist technicians with any issues during installs via phone support
- 1 to 3 years of experience working with Wi-Fi connectivity