



Example of Helpdesk Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is hiring for a helpdesk. 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

- Perform post-resolution follow-ups with clients
- Regularly review ongoing problems and follow up with problem owners regarding status and resolution
- Planning, organizing, and managing staff in support of assigned business unit's products and services, overall help desk operation processes, while ensuring adherence to corporate and departmental policies, standards, and procedures
- Assist the leadership team with developing, maintaining, supporting, and optimizing key functional areas in regards to help desk support for assigned area
- Manage the 24x7 help desk operations center and oversee the continuous monitoring and service provided to both internal and external clients, ensuring through documentation and issues are brought to resolution
- Act as an escalation point for direct reports, tier 1, tier 2, and tier 3 technical operations support staff, placing the highest priority on ensuring the activities of assigned staff meet the timelines and quality needs of the assigned business unit
- Monitor, review, and quality check problem management ticket system to confirm problems are adequately resolved by staff teams
- Continuously review the effectiveness of current procedures/best practices and strive to identify improvement to processes, presenting recommendations (of automation or implementation) to business unit

- Ensure department programs and processes are defined in accordance with department documented standards
- Open and close AD accounts

Qualifications for helpdesk

- Create DISA DEE e-mail accounts
- Process and maintain all user agreement documents
- Troubleshoot and assist end-user
- Maintain current Trouble Calls Ledger for historical files/trend analyses
- Assist with the upkeep of servers and networks
- Maintain Windows based desktop and laptop computers to provide optimal performance