



Example of Helpdesk Job Description

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Our innovative and growing company is hiring for a helpdesk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for helpdesk

- Set up, configure and troubleshoot Microsoft Office 2013 mailboxes and Outlook Calendars
- Receive and deploy/redeploy desktops
- Technical support in Windows 7 and IOS(ipad,ipod,iphone)enviorment
- Minimal shipping of hardware(power cords, charging docks)
- To take calls from customers and log issues in the CRM database
- To provide telephone support and query resolution for external customers
- Maintain regular updates on existing, open calls and accurately record actions taken in resolving them
- To assist in the support of internal customers
- To be available to work a range of working hours as dictated by the support rota
- Provide resolution to level one incidents

Qualifications for helpdesk

- Knowledgeable on the technology with which they work
- Educational background in IT preferred
- Working knowledge of Remedy ticket system
- 1-3 years of experience as an IT Analyst, or related experience
- Extensive PC knowledge, including hardware configuration, function/configuration, software installation, file edit/modification, system backup, and login script
- Knowledge with new service requests, companywide print management, and

