



Example of Helpdesk Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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

- Windows XP, Win 7, MS Office applications
- LAN/WAN troubleshooting experience
- Experience with enterprise ticketing system required
- Must be very customer service oriented and have a high degree of professionalism
- The ideal candidate will be required to resolve 70% of all technical issue
- MUST HAVE ENTERPRISE HELP DESK EXPERIENCE
- Provide Help Desk Tier 1 support to China Lake and Pt
- Update customer profiles in HEAT for China Lake and Pt
- Adhere to procedures for logging, reporting and monitoring helpdesk requests
- Ensure problem resolution via the maintenance of appropriate action plan

Qualifications for helpdesk

- At least 6 months experience in Helpdesk Support
- Provide initial support in responding to general application inquiries, specific questions concerning Systems
- Log all calls and offer triage services on first contact
- Report incidents and manage problems through resolution
- Provide warm hand off transfer capability on unresolved incidents
- Escalate incidents as needed to ensure prompt resolution