



Example of Helpdesk Job Description

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Our company is looking to fill the role 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

- Interact with employees and customers at the technical level, as required
- Perform maintenance and troubleshooting on printers, copiers and IP phones
- Act as liaison to external support entities
- Configure, wipe, update and/or optimize Windows desktop systems
- Provide assistance to team manager for various projects or tasks
- Ensure compliance with all HIPPA and PCI regulations
- Provide wireless network support for field-based users, including connectivity issues and VPN issues
- Develop procedures that outline how incidents, requests, and problems are identified, documented, escalated and managed
- Responsible for installation/configuration, operation, and maintenance of all software for Windows and Apple Systems
- Support general network connectivity issues via remote access tool

Qualifications for helpdesk

- An awareness of mobile devices (apple/android) would be beneficial
- Prior experience working with physicians or in a health care environment (preferred)
- The Helpdesk Tech must be self-motivated, positive in approach, professional and help create, develop and implement project process improvement(s)
- The Helpdesk Tech must promote the Company culture and mission to all

- The Helpdesk Tech must be able to act as the Company liaison for interface with customer representative(s)
- The Helpdesk Tech must possess proven problem solving skills, critical thinking skills and the ability to effectively read, write and give oral presentation(s)