



Example of Helpdesk Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of helpdesk. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for helpdesk

- Will have a basic, general understanding of our services
- Will work to handle any user problems before finding it necessary to escalate the issue to a higher level
- Close tickets in a timely manner and follow up with all end users to ensure customer satisfaction
- Will follow all company/client procedures HR policies
- Provides support for all Information Technology products and services all TriNet applications
- Determines the most effective manner to resolve customer's technical issue
- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Provide initial setup and configuration of company purchased PC and laptop systems
- Candidate will provide technical support & problem solving to end users on issues of computer operations, including installations, setup, error messages and application use
- Respond to client information requests promptly and courteously

Qualifications for helpdesk

- At least 3 years' experience with application software and Microsoft OS's
- Completion of LOMA courses 1 and 2 required w/in the first two years
- Must possess good organizational, written, verbal and people skills along

- Candidate must have proven experience with Windows 7, MS Office 2010 and MS Office 2013
- Experience with MS O365 and Outlook