

IT Help Desk Support Job Description

Duties and Responsibilities:

- Troubleshoots client login issues to determine and resolve reported problems
- Troubleshoots telephone and VOIP issues to resolve them
- Contacts customer support and maintains eFax system where applicable
- Tracks warranties and inventory
- Responds to telephone calls, e-mail, and personal requests for technical support related to computer systems, software and hardware
- Documents, tracks, and examine problems to ensure timely solutions
- Interacts with network services
- Troubleshooting and diagnosing system errors and other issues problems related to computer systems, software, and hardware
- Ensures to submit Monthly Status Reports (MSRs)
- Writes how-to-guides, editing, and revising it with updated information when necessary
- Provides technical assistance for questions and problems
- Follows through with customers to ensure full resolution of issues
- Administers cloud services, including Google Apps, Okta, Office365, etc.
- Responsible for maintaining a fluid and well-organized inventory and storage system for all IT hardware
- Assists in training computer users
- Maintains daily optimal performance of computer systems
- Asks relevant questions to determine nature of problem
- Installs, modifies, and repairs computer hardware and software; and installs peripherals for users
- Addresses technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems to resolve network connectivity issues

- Gets feedback from customers concerning their experience using the company's computer or other products.

IT Help Desk Support Requirements – Skills, Knowledge, and Abilities

- Education: At least an Associate Degree in related discipline and 3 yrs. experience is required or High School Diploma and 5 years of experience with relevant certification, including CompTIA Security+. However, few organizations accept only requisite technical skill plus a combination of certification and experience; i.e. CompTIA A+, Network+, MCSA Windows 10 certifications (preferred) and 1-5 years of proven experience as a help desk technician or other customer support role related to the work
- Clearances: TS/SCI with Counter Intelligence (CI) Poly may be required
- Abilities: They require the ability to follow complex and unique processes and adapt to change rapidly
- Analytical skills: This refers to the analytical thought needed to resolve issues in a variety of complex situations, and it is critical that they possess it. They require the ability to diagnose and resolve basic technical issues
- Organizational skills: This skill is essential for them to manage several issues and follow-ups simultaneously. It is a key factor that they possess the ability to manage multiple issues in fast-paced and deadline driven environment
- Communication skills: IT help desk support specialists require both strong verbal and written communication to perform their job descriptions successfully. It is essential for documentation and communicating with clients, vendors, and significant others
- Knowledge: They are required to possess a working knowledge of office automation products, databases and remote control, and a good understanding of computer systems, mobile devices and other tech products. It is also requires that they possess a working knowledge of WAN and LAN to address network connectivity issues
- They must also possess adept knowledge of the following: Trouble Ticketing Systems, Monitoring Tools, Network Protocols, LAN/WAN knowledge, TCP/IP, Internet/Browsers, Spreadsheets – Excel, Access, MS Exchange, Word, Outlook, and Project.