

# IT Help Desk Technician Job Description

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## **Duties and Responsibilities:**

- Serves as the first port of call or put differently, as the first point of contact for clients that have issues related to the firm's product or service that they want to rectify
- Talk or walk the customer or client through a process of problem-solving
- Makes sure that every clients' complaint or inquiry is well-attended to by the appropriate support personnel
- Responsible for providing the best solution to any problem based on the customer's complaints or questions
- Provides accurate information concerning the product or service being asked of
- Make sure that feedbacks and suggestions from customers get to the appropriate persons within the organization
- Keeps an easily accessible record of events and their solutions in designated logs usually for reference purposes
- Identifies and brings up suggestions with regards to possible improvements in general practices and/or procedures.

## **IT Help Desk Technician Requirements – Skills, Knowledge, and Abilities**

- Possession of excellent communication skills on all fronts is a must-have attribute
- Must have good interpersonal skills
- Must be able to understand the need to be patient with people
- A good understanding of customer service rules
- Proficiency in the English Language
- Good problem-solving and analytical skills
- Good computer and/or phone handling abilities

- Proven experience in a similar role
- Ability to deliver excellent work performance as part of a team
- A degree in any IT-related field.