

Help Desk Technician Job Description template

Help Desk Technician Job Description Template/Brief

We are looking for a knowledgeable and customer-focused Help Desk Technician to join our IT team. This role is pivotal in providing technical support and assistance to our staff and customers. You will be responsible for diagnosing and resolving software and hardware problems, helping users navigate various systems, and maintaining our IT support documentation.

Help Desk Technician Job Profile

A Help Desk Technician is a critical point of contact for IT support within a company. This role requires a balance of technical knowledge and customer service skills. The technician should be adept in troubleshooting, resolving technical issues, and effectively communicating solutions to non-technical users.

Reports To

The Help Desk Technician will typically report to the Help Desk Manager or IT Support Manager.

Help Desk Technician Responsibilities

- Respond to IT support requests via phone, email, or in-person.
- Diagnose and resolve technical hardware and software issues.
- Guide users through step-by-step solutions in a clear, concise manner.
- Track and document resolutions for support incidents.
- Set up, configure, and troubleshoot desktops, laptops, and peripheral devices.
- Provide guidance on the use of various software and computing platforms.
- Escalate complex issues to senior IT staff or third-party vendors.
- Maintain and update IT support documentation and knowledge bases.

Help Desk Technician Requirements & Skills

- Associate's or bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent experience.
- Experience in a help desk or technical support role.
- Strong knowledge of computer systems, mobile devices, and other tech products.
- Ability to diagnose and resolve basic technical issues.
- Excellent problem-solving and communication skills.
- Proficiency in remote desktop applications and help desk software.
- Patience and ability to explain technology in an easily understandable manner.