Help Desk Specialist Job Description



HELP DESK SPECIALIST RESPONSIBILITIES INCLUDE:

- Providing first level contact and convey resolutions to customer issues
- Properly escalating unresolved queries to the next level of support
- Tracking, routing and redirecting problems to correct resources

JOB BRIEF

We are looking for a customer service oriented Help desk specialist to provide technical support to users in an efficient and accurate manner. You will be considered as the firm’s front liner and you will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that customer value is maintained to the standards set forth by the company.

RESPONSIBILITIES

- Provide first level contact and convey resolutions to customer issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Update customer data and produce activity reports
- Walk customers through problem solving process
- Follow up with customers, provide feedback and see problems through to resolution
- Utilise excellent customer service skills and exceed customers’ expectations
- Ensure proper recording, documentation and closure
- Recommended procedure modifications or improvements
- Preserve and grow your knowledge of help desk procedures, products and services

REQUIREMENTS

- Proven working experience in providing Help Desk support
- Proficiency in English
- Working knowledge of help desk software, databases and remote control
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Information Technology, Computer Science or equivalent

SOURCE: https://resources.workable.com/help-desk-specialist-job-description