

JD For Help Desk Worker/Desktop Support

Job Title: Help Desk Worker/Desktop Support

Company: [Company Name]

Location: [City, State]

Job Description:

The Help Desk Worker/Desktop Support will be responsible for providing technical support and assistance to employees and customers. This includes troubleshooting and resolving technical issues, installing and configuring software and hardware, and providing training and guidance on the use of computer systems and applications.

Key Responsibilities:

- Provide technical support and assistance to employees and customers
- Troubleshoot and resolve technical issues
- Install and configure software and hardware
- Provide training and guidance on the use of computer systems and applications
- Monitor system performance and make recommendations for improvements
- Identify and escalate more complex issues to higher-level support teams
- Write documentation and provide training to other team members

Competency Requirements:

- Strong understanding of computer systems and networks
- Strong troubleshooting and problem-solving skills
- Strong written and verbal communication skills
- Strong attention to detail
- Ability to work in a collaborative environment
- Strong customer service orientation

Qualifications:

- Bachelor's degree in Computer Science, Information Technology or a related field
- Strong experience in technical support and desktop support
- Strong experience with one or more operating systems (e.g. Windows, Linux, MacOS)
- Strong understanding of IT trends and best practices