



# Help Desk Specialist

## Job Summary

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

An excellent Help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be employee-oriented and patient.

## Primary responsibilities

- Serving as the first point of contact for employees seeking technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for employees seeking help.
- Ask questions to determine nature of problem.
- Walk employee through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.

- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with employees to ensure issue has been resolved.
- Run reports to determine malfunctions that continue to occur.