Help Desk Assistant – Job Description Summary

Responsible for delivering outstanding service to both internal and external customers and working as a team player in the operations of the Data Center by ensuring that the Information Systems Department is fulfilling its requirements of providing timely technical support to personnel in an efficient, professional manner, installing, maintaining and troubleshooting computer and software applications.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment
- Mental demands