

Help Desk Officer



Health
South Western Sydney
Local Health District

What is a Help Desk Officer?

The Help Desk is the first place that computer users contact when they encounter a problem with their computer or an application that they are using. The Help Desk Officer is the person who determines what the problem is and decides who can best assist the user.

Roles of a Help Desk Officer

- Record (log) the calls from users, so there is a traceable record
- Listens and queries the user to ensure the problem is clear
- Offers immediate, general assistance
- Refers problem to specialist staff if appropriate

Career Opportunities

Within the Help Desk department there are a number of levels:

- Call loggers
- First line support staff
- Supervisor
- Manager

Application Support and Business Analyst roles as well as PC Support may also present opportunities for Help Desk staff.

Qualifications Required

- Experience with telephone support or assistance
- Excellent customer relations skills
- Excellent interpersonal skills
- Knowledge of Microsoft products
- Good PC and network skills

Supervision provided

A comprehensive orientation program is provided for all new staff members with ongoing support.

What sort of person should I be?

- Customer focused
- Able to converse with a wide range of users at all levels within the organisation
- Enjoy dealing with users
- Enjoy working with computers
- Patient and persevering
- Accurate recorder of details
- Objective

Personal skills required to a Help Desk Officer

- Good communication
- Demonstrate empathy with callers
- Good listener