



The Future of Help Desk Analyst Jobs in the Current Market

A help desk analyst is a position that is found in several industries. This position is entry-level in most organizations, but there are many skills you must possess when you work for a help desk.

A help desk analyst will spend a lot of time on the phone. This person may spend their entire day on the phone if they are the first level of support. This person will attempt to troubleshoot a problem an employee is having with their computer. When you work in a help desk for [information technology jobs](#) like this you will walk a user through a fix over the phone. If you cannot communicate the fix properly then you might be required to take over the user's computer while sitting at your desk through the use of an application to fix the problem. In most cases, if you cannot fix the issue from your desk the problem will be escalated to a higher technical position where this person can visit the employee to look at the problem.

It is common for a smaller company to require the help desk position to do more than just answer the phone and try and fix problems over the phone. Many [information technology job listings](#) like this will require you to be able to do the fixes yourself as well as take on several other responsibilities. You may have to work on servers, run backups, build Web sites, manage the intranet, and much more.

There are many entry-level [help desk analyst](#) information technology job listings you can find. These entry-level positions are designed so the company can pay minimum wage and hire someone to learn their systems. You should have a basic knowledge of computer systems and basic fixes. In most cases they will not have a lot of major problems go wrong in their office.

When you apply for an information technology job listing for a corporation the more certifications you have the better. You should have a degree in information technology but most certifications have erased a need for a degree. This is sad for those who have worked so hard to obtain a degree, but it is the truth. You should have knowledge of computers; applied knowledge is even better. Help desk positions really are entry-level and include entry-level work. The one thing you need to keep in mind is that the market is saturated with help desk

people who are out of work. This means a company can pay less and demand more in the position. People are willing to do what it takes to get the full-time job with benefits.

The market of computing is expanding all over the place. Telecommunications positions were always different from information technology jobs in the past, but they are beginning to merge through advances in technology. Phone systems are now operated by the same types of Ethernet switches that data lines are. You can manage phone systems over the computer at work easily. Now a help desk person is also required to be able to manage phone systems.

It is also important to consider what you see today with mobile devices. A help desk person is finding they are getting more and more requests from employees to be able to integrate their work applications and email systems on their mobile devices. They are spending hours troubleshooting these mobile devices they have never seen before. This is putting help desk individuals in strange situations where they cannot help the employees. The employees expect them to immediately have the knowledge of the high-tech devices, but the position of a help desk person would never pay enough to be able to afford a device with those capabilities.

The help desk analyst industry is changing the way information technology jobs are being accepted. You will be required to know about phone systems and computer systems. Companies use the Web for marketing purposes and you might be required to provide content on a Web site, to create links, do marketing, and much more.

The important thing to remember when you are looking for an information technology job listing is that you should have the experience required for the job. A larger corporation may not consider you if you do not know the systems and phones also. You should know Microsoft, Apple, UNIX, server applications, routers, switches, email basics, and much more. There are so many things you need to know if you want to be successful.



IT Job Feature

When you apply for jobs like this and you do not have the experience but you want an entry-level job to learn, then you need to look at the information technology job listings in small companies. You may be the only information technology

employee for the company and you may not make a lot of money, but it is a good way to build up your knowledge and experience.

EmploymentCrossing is the largest collection of active jobs in the world.

We continuously monitor the hiring needs of more than 250,000 employers, including virtually every corporation and organization in the United States. We do not charge employers to post their jobs and we aggressively contact and investigate thousands of employers each day to learn of new positions. No one works harder than EmploymentCrossing.

Let EmploymentCrossing go to work for you.