RA Helpdesk Officer role description

Pointsharp Secure Cloud Net iD SweID

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1 General

Description of the tasks that the RA Helpdesk Officer performs and his responsibilities in the administration of the e-identities in the RA organization.

2 Qualifications

The RA Helpdesk Officer must have adequate knowledge and be suitable to maintain the organization's commitment, over time.

The RA Helpdesk Officer must have sufficient training, time, and resources set aside to carry out his assignment.

A background check must be done on the person that is assigned the role.

3 Responsibilities and Duties

The RA Helpdesk Officer is not involved in the management of the e-identities. But the RA Helpdesk Officer can view existing subscribers, key bearers, and e-identities in The Service Portal in order to give support to the subscribers.

The RA Helpdesk Officer cannot change any information regarding subscribers, key bearers, and e-identities.

For details, please refer to *Pointsharp Secure Cloud Net iD Officer's guide.*

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