

Help Desk Analyst: Tier 1 Support Specialist

80 hours

Course Overview/Description

The Computer Support Industry is one of the fastest-growing industries on the scene today; and there is every indication that that trend will not change anytime soon. As more and more companies grow to rely on ever-increasing and more complex technologies to satisfy production and service demands, so too the need for those equipped to support those technologies while maintaining high customer-satisfaction levels. Fixing the technical failure is often not as difficult as maintaining customer satisfaction through the technical failure. This program uniquely prepares the support specialist to keep the customer productive by focusing on the business needs of the customer, establishing credibility and trust, and by handling the most difficult customer scenarios. Emphasis is given to problem solving and troubleshooting, team dynamics, and interpersonal communication skills. It also provides a broad overview of the back-office operations of a support center, and exposes the student to common industry tools and technologies used in providing exceptional customer support.

Upon registering, you are given an initial six months to complete the program. Should you need more time, you may request a 6-month extension.

Course Objectives

By completing the Help Desk Analyst: Tier 1 Support Specialist program the student will understand how to:

- Improve support-center productivity.
- Provide exceptional customer support.
- Handle difficult customer situations.
- Implement best practices for problem solving.
- Exhibit assertive confidence while reducing job stress.

Course Outline

- I. Essential Communication Skills
 - a. Introduction to the Support Industry
 - b. Understanding Customer Satisfaction

- c. Telephone Communication Skills
 - d. Dealing with Difficult Customer-Service Situations
 - e. Developing and Practicing Assertiveness in Customer Support
 - f. Human Resource Issues in the Support Environment
 - g. Ethics in the Workplace
 - h. Team Building
 - i. Measuring Success
- II. Tools, Problem Solving, and Processes
- a. Staying Current in the Industry
 - b. Tools and Technologies for the Support Center
 - c. Overview of Network Administration
 - d. Disaster Recovery Procedures
 - e. Understanding Computer Telephony Integration
 - f. Creativity and Problem-Solving
 - g. The Five-Step Problem-Solving Process
 - h. Process Integration

Prerequisites/Audience

Prerequisites

There are no specific prerequisites for this course, although it is recommended that the participant have at least six months experience in the Support Industry.

Target Audience

The Help Desk Analyst: Tier 1 Support Specialist program is designed for support professionals seeking greater understanding of their job, and higher performance proficiencies while doing their job.

PC Requirements/Materials Included

This course is not currently 100% compatible with Windows Vista Operating System.

This course can be taken on either a Mac or a PC. There are no specific computer requirements other than an Internet connection, Windows Media Player (available as a free download), and Adobe Acrobat Reader (also available as a free download). It is recommended that the student use the latest version of Internet Explorer in place of other web browsers. All course materials are available online.



Instructor Bio

Eric Svendsen, Ph.D., is CEO of SCInc. For over a decade he taught on the faculty of Ziff Davis Education (ZDNet) and Help Desk Institute, where he consistently ranked as one of the highest-rated and most sought-after consultant/instructors. Eric developed the original seminars and course materials for the industry's first industry-accredited and internationally recognized Help Desk Certification seminars, and was personally involved in the development of certification standards and exams for the Support Industry. He has also provided both technical and professional consulting and training to hundreds of organizations. Eric speaks regularly at computer-industry events, has written numerous articles for industry publications such as Support Solutions magazine, LifeRaft magazine, and Support World magazine. He has also written several books, including Presentation Skills and Accelerated Learning Techniques for Computer Trainers. More recently, Eric contributed to the Thomson Course Technology book, A Guide to Computer User Support for Help Desk and Support Specialists, Third Edition (2004).