

Help Desk Operations Course Syllabus

Provided by: Steel Tech Consulting, LLC.

Course Overview:

The Help Desk Operations course prepares students for entry-level help desk positions in IT-related industries. Students considering a potential career in IT will be exposed to essential foundational concepts, knowledge and will be able to:

- Demonstrate the ability to diagnose and troubleshoot basic technical issues
- Understand computer systems, mobile devices and other tech products
- Talk to clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Research and identify solutions to software and hardware issues

Target Audience:

1. Unemployed looking to gain essential Help Desk and Customer Service training
2. Interested in pursuing an entry-level position in the Information Technology field

Course Format: This is a live, in-person course.

Course Timeframe: June 20 - July 28, 2022 (6 weeks)

Course Days: Mondays, Tuesdays and Wednesdays

Course Time: 9 a.m. – 1 p.m.

Requirements for Completion:

- Minimum 85% attendance rate
- Active participation during class discussion
- Complete final exam
- Complete final project

Technical Requirements:

You are advised to bring your own laptop or Goodwill can provide one to use during class times.

Pre-Assessments:

Focus on

- Aptitude (measure applicant's ability to learn a new skill)
- Personality (measure characteristics such as attitudes, emotional adjustment, interests, interpersonal relations and motivation)

- Technical (measure level of knowledge in basic computer technical skills)

Link: https://www.proprofs.com/quiz-school/ugc/story.php?title=critical-thinking-assessment_26xe

Upon completion of course you will be able to:

1. Effectively question users to collect and understand information regarding the problem they are experiencing and lead users through diagnostic procedures to identify, isolate and resolve the source of the problem.
2. Analyze end-user problems and formulate plans to obtain resolution.
3. Handle problem identification, research, isolation, resolution and follow-up for user problems.
4. Interact with the end-user via telephone, e-mail, etc. providing technical support and problems solving abilities.
5. Prioritize problems and complaints.
6. Utilize all technical resources to solve end-user problems.
7. Escalate unresolved calls to appropriate support specialists or support groups.
8. Provide desk-side support on help desk escalated issues.
9. Install hardware/software as required.
10. Communicate and provide knowledge transfer to technicians on escalated calls and resolution.