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technicians, learn new software and
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Chapter 1 provides an overview of the help desk support role, required skill- sets, user categories and characteristics, and the

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flow of a typical incident. 2Introduction

Chapters 2, 3, 7, and 8 provide information on soft skills. These topics include communication skills, personal skills, writing skills, and training skills.

Effective Help Desk Specialist Skills

A help desk technician must have knowledge and experience of computer networks and systems, programs, and mobile devices, but this is not the only requirement. Although desk technicians possess a good understanding of information technology, it is equally important to have soft skills, such as communication skills and recognition of the importance of customer service.

What Does A Help Desk Technician Do?
Jobs, Salary ...

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Courses & Training ...

IT help desk technicians provide technical support and troubleshooting services to end-users who need assistance with their computer hardware or software. There are two chief types of help desk technician: In-house and Remote. Remote help desk technicians support technology customers via phone, online and occasionally on-site.

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Help Desk Technician - Complete Certification Kit Book

The Help Desk Institute (HDI) Founded in 1989, HDI is both a professional association and a certification sponsor. (HDI is the organization's legal name, though it began as the "Help Desk Institute.")

Help Desk Institute (HDI) Certification Guide: Overview ...

It covers the fundamental IT help desk responsibilities, including software installation, networking, and

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troubleshooting. Learn about removing software from a computer, networking through the command line, joining computers to a domain, and more.

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Help Desk Technician Requirements: An Associate's degree in computer science or

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related field. A strong working knowledge of computer systems, hardware, and software. Good problem-solving, analytical, and team-working skills. Excellent communication and interpersonal skills. An openness to learning new technologies.

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may be responsible for second-line support as well as for performing specialist maintenance activities. Already have some technical knowledge that is or will be utilized in a Help Desk role? Then get this book and its accompanying online course and get certified. The focus of the book is on the high-level practices that are important when providing Help Desk support services, including customer service, IT Service Management and the technical activities that will be performed. This comprehensive book gives you access to, and is designed to complement the access-included in-depth Help Desk Technician eLearning program provided by The Art of Service. The interactive eLearn course uses a combination of narrated presentations with text supplements and multiple choice assessments which will ultimately prepare you for the Help Desk Technician

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The new Ninth Edition also features extensive updates to reflect current technology, techniques, and industry standards in the dynamic, fast-paced field of PC repair and information technology. Each chapter covers both core concepts and advanced topics, organizing material to facilitate practical application and encourage you to learn by doing. The new edition features more coverage of updated hardware, security, virtualization, new coverage of cloud computing, Linux and Mac OS, and increased emphasis on mobile devices. Supported by a wide range of supplemental resources to enhance learning with Lab Manuals, CourseNotes online labs and the optional MindTap that includes online labs, certification test prep and interactive exercises and activities, this proven text offers students an ideal way to prepare for success as a professional IT support technician and administrator.

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All of today ' s help desk support skills, in one easy-to-understand book The perfect beginner ' s guide: No help desk or support experience necessary Covers both " soft " personal skills and " hard " technical skills Explains the changing role of help desk professionals in the modern support center Today, everyone depends on technology – and practically everyone needs help to use it well. Organizations deliver that assistance through help desks. This guide brings together all the knowledge you need to succeed in any help desk or technical support role, prepare for promotion, and succeed with the support-related parts of other IT jobs. Leading technology instructor Darril Gibson tours the modern help desk, explains what modern support professionals really do, and fully covers

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both of the skill sets you ' ll need: technical and personal. In clear and simple language, he discusses everything from troubleshooting specific problems to working with difficult users. You ' ll even learn how to manage a help desk, so it works better and delivers more value.

Coverage includes:

- How the modern help desk has evolved
- Understanding your users ' needs, goals, and attitudes
- Walking through the typical help desk call
 - Communicating well: listening actively and asking better questions
 - Improving interactions and handling difficult situations
 - Developing positive attitudes, and “ owning ” the problem
 - Managing your time and stress
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them around. While usually there when something goes wrong, help desks are essential to overall positive customer experiences and client services. This book and certification is for any professional or company that's looking to offer professional-grade IT support service with very little effort. Using the benefits of elearning certification, The Art of Service has helped professionals in all industries move their help desk and customer support operations to the next level. Companies that can attest to the fact that with this book and course, the name of the game is simplification. The Help Desk Analyst Complete Certification course is built upon the idea that help desk support doesn't have to be complicated and cumbersome. Upon achieving your certification you'll be able to answer the following questions with confidence: -
What are the most important things to

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consider when providing Help Desk support? - What are the industry-standard practices used to manage IT service delivery? - What skills are required to gain employment as a Help Desk analyst? - What are the recognized "best practices" for managing user requests and incidents? - What role can self-help play in supporting Help Desk services? - How do you calculate incident priority? - How effective is our existing reporting system? - What is required to automate the installation and configuration of the operating system? - What is missing in your Help Desk solution to help your business efficiently? - What does Customer Service mean to you? And many, many more.

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