Effective Help Desk Specialist Skills

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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 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

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this book provides an overview of the knowledge skills and abilities necessary for employment in the user support industry developed with the input of industry advisors this titles emphasizes problem solving and communication skills in addition to technical coverage using creative hands on exercises and case projects users apply their knowledge and develop their ideas and skills both individually and in teams to help prepare them for today s team oriented work environment

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