Effective Help Desk Specialist Skills

Effective Help Desk Specialist SkillsPC Desktop Technician, Desktop Support Specialist, It Service Desk Technician, Help Desk Analyst: Just in Time Revision Guide for Success at Any Ict SA Guide to Computer User Support for Help Desk & Support SpecialistsA Guide to Help Desk ConceptsHelp Desk 95 Success SecretsA Guide to Customer Service Skills for the Help Desk ProfessionalA Guide to Help Desk Technology, Tools & TechniquesEffective Help Desk Specialist SkillsMac OS X Help Desk EssentialsSalaries of Scientists, Engineers and TechniciansIn a Perfect World, a Survival Guide for the Help Desk TechnicianImplementing ExtranetsHow to Manage the IT Help DeskBranch Campus Program GuideManaging Information ResourcesWho's Hiring 1999Microsoft Certification CareersThe Art Institute of Chicago Annual ReportReport of the State Auditor of GeorgiaThe ECS Survey Report on Workforce Efficiency Darril Gibson Kumar Fred Beisse Donna Knapp Anthony Montoya Donna Knapp Dione McBride Darril Gibson Owen W. Linzmayer D Russell Steffy Randall Covill Noel Bruton Community College of Denver. Center for Learning Outreach Sharon L. Caudle Mediacorp Canada, Incorporated William C. Jeansonne Art Institute of Chicago Georgia. Department of Audits and Accounts

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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 interactions and handling difficult situations developing positive attitudes and owning the problem managing your time and stress supporting computers networks smartphones and tablets finding the technical product knowledge you need protecting the security of your users information and devices defining diagnosing and solving problems step by step writing it up from incident reports to documentation working in teams to meet the goals of the business using itil to improve the services you provide calculating help desk costs benefits value and performance taking control of your support career powerful features make it easier to learn about help desk careers clear introductions describe the big ideas and show how they fit with what you ve already learned specific chapter objectives tell you exactly what you need to learn key terms lists help you identify important terms and a complete glossary helps you understand them author s notes and on the side features help you go deeper into the topic if you want to chapter review tools and activities help you make sure you ve learned the material exclusive mind mapping activities organize important ideas

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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

designed specifically for a first course in any help desk or user support curriculum this book introduces readers to the service concepts skill sets career paths and operations of the help desk industry this is one of the first books to present help desk concepts from an educational perspective and provide an overview of the help desk for individuals interested in pursuing a career in customer support the author is a leading help desk consultant trainer and former help desk support engineer and service manager the author s expertise provides strong real world computer support examples case studies and exercises throughout the book

there has never been a help desk manual like this help desk 95 success secrets is not about the ins and outs of help desk instead it answers the top 95 questions that we are asked and those we come across in forums our consultancy and education programs it tells

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this detailed look at the soft skills needed to succeed as help desk professional will provide students with proven customer support techniques for the workplace

this book focuses on the technology tools and techniques involved in running an effective help desk a guide to help desk technology

tools technology takes a look at the many software options available for tracking and managing the massive influx of data that come into a help desk daily this title also details the types of tools specific to staff management and customers alike

provides information on troubleshooting and optimizing mac os x 10 4 covering such topics as file systems application environments command line interface networking printing and startup

it didn t take long on my first job as a help desk technician to realize why a lot of folks don t want to pursue this career path this type of work isn t for everyone let s face it nobody wants to constantly deal with unhappy users and where bug fix and workaround are the three most used terms on a daily basis but it doesn t have to be that way yes it s hard work to change that all to common scenario but the payoffs can be tremendous my career has spanned across many organizations and over twenty five years where i ve had to completely restructure the concept of the help desk in every case customer satisfaction increased at least several fold call volume was reduced by as much as seventy percent and the moral boost virtually immeasurable all of a sudden help desk techs were asked for by name holiday cards were received in the mail and even unsolicited testimonials were received by executive management complimenting the excellent support and service here is my professional biography a template for achieving a successful help desk and technical support environment an all inclusive guide for the help desk or technical support professional in a perfect world a survival guide for the help desk technician offers a light hearted approach to techniques for problem solving how to handle users of varying skill levels and demeanor company politics yours and theirs and much more in a perfect world includes tips for broadening time management and organizational skills with emphasis on common sense the help desk is often the first impression a prospective client will experience and it is imperative all issues be resolved with expedience and professionalism in a perfect world is a powerful reference tool ideal for help desk technicians on the frontline department managers on up to executive management in a perfect world is also great for novice and intermediate users offering valuable information suitable for sharpening their computer related skill set

are you overworked unappreciated and under resourced this book understands you and provides years and years of user support

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