

**Virginia Western Community College**  
**ITE 182**  
**User Support/ Help Desk Principles**

**Prerequisites**

Familiarity with Office including Word and Excel

**Course Description**

Introduces a variety of tools and techniques that are used to provide user support in help desk operations. Includes help desk concepts, customer service skills, troubleshooting problems, writing for end users, help desk operations, and software, needs analysis, facilities management, and other related topics related to end user support.

**Semester Credits: 3    Lecture Hours: 3    Lab/Clinical/Internship Hours: 0**

**Required Materials****Textbook:**

A Guide to Customer Service Skills for the Service Desk Professional, Donna Knapp, Cengage, 9781285063584

**Other Required Materials:**

NONE

**Course Outcomes**

**At the completion of this course, the student should be able to:**

- Summarize how to achieve High Customer Satisfaction
- Develop strong listening and communication skills
- Develop winning telephone skills
- Develop technical writing skills for support professionals
- Develop strategies for handling difficult customer situations
- Develop strategies for solving and preventing incidents and problems
- Develop business skills used by technical professionals
- Develop teaming skills for working in a service desk setting
- Develop strategies for minimizing stress and avoiding fatigue

**Topical Description**

1. Instruction to End-User Computing
2. Introduction to Computer User Support
3. Customer Service Skills for User Support
4. Troubleshooting Computer Problems
5. Common Support Problems
6. Help Desk Operation
7. User Support Management
8. Product Evaluation Strategies and Standards
9. Writing for End Users

### **Notes to Instructors**

- none