Virginia Western Community College
ITE 180
Help Desk Support Skills

Prerequisites
Familiarity with Office including Word and Excel

Course Description
Emphasizes instruction in customer support techniques required for analyzing and coordinating software and hardware solutions for end-user needs. This course includes evaluation and communication techniques required to provide help desk support necessary to transfer knowledge and enable implementation of a solution.

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

Required Materials

Textbook:
A Guide to Computer User Support for Help Desk and Support Specialists by Fred Besse, Cengage, 9781285852683

Other Required Materials:
none

Course Outcomes

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

- Demonstrate the ability to effectively listen and ask critical questions to identify customer's issues
- and concerns
- Demonstrate the ability to resolve customer's issues in a timely and appropriate manner.
- Demonstrate key skills for developing quality service and products to clients and customers.
- Demonstrate the ability to identify and use a wide range of resources to solve technical problems
- Demonstrate the ability to identify and use appropriate communication techniques to correctly isolate and identify technical problems.
- Demonstrate writing skills for end-user needs
- Create product evaluation strategies and standards
- Identify common help desk support problems

Topical Description

1. Customer support techniques
2. Demonstrate the ability to operate a technical support help line
3. Demonstrate the ability to provide on-site hardware and software troubleshooting
4. Demonstrate the ability to resolve customer's issues in a timely and appropriate manner.
5. Demonstrate key skills for developing quality service and products to clients and customers.
6. Support techniques to transfer knowledge and enable implementation of a solution
7. Demonstrate the ability to effectively listen and ask critical questions to identify customer's issues and concerns
8. Analyzing and coordinating software and hardware solutions
9. Demonstrate the ability to identify and use a wide range of resources to solve technical problems
10. Demonstrate the ability to identify and use appropriate communication techniques to correctly isolate and identify technical problems
11. Identify common help desk support problems
12. Evaluation and communication techniques for help desk
13. Create product evaluation strategies and standards
14. Demonstrate writing skills for end-user needs

Notes to Instructors

- none