Desktop Support technician Course

This course will start your IT career by ensuring you have the skills to successfully troubleshoot desktop environments.

As of last January, the hourly wage for a Desktop Support Technician in the United States ranged from $12.33 to $23.76, with an average of $16.88/hour or $40,447 annually.

Demand for this occupation is predicted to grow. Organizations ranging from small businesses and non-profit organizations to large corporate enterprises need technicians to provide help to employees.

At the conclusion of this course, you will have the opportunity to take one or more industry-recognized certification exams that validate your fundamental skills to enter the IT industry as a Desktop Support Technician.

# Learn How To…

* Support desktop operating systems
* Configure and troubleshoot hardware
* Configure and troubleshoot network access
* Configure and deploy desktop operating systems
* Configure network connectivity, including mobile computing
* Manage desktop systems
* Support and maintain desktop applications
* Configure backup and recovery options
* Deploy desktop operating systems
* Manage desktop security and policy
* Configure and troubleshoot networks

# Prerequisites

Before enrolling in this course, you should have successfully completed our Computing Fundamentals course or have the following:

* TCP/IP Troubleshooting skills
* Experience using desktop and command-line troubleshooting tools
* Experience installing and troubleshooting desktop application problems

# Syllabus

#### 1. Support Center Overview

* The Evolution of the Support Center
* Role of Desktop Support Technician
* Support Center's Role in the Business

#### 2. Strategic Framework

* Strategic Perspective
* Service Level Agreements
* Standard Operating Procedures
* Business Alignment

#### 3. Service Delivery Methods and Technology

* Service Delivery Methods
* Telephone Systems
* Service Management Systems

#### 4. Support Center Processes and Operations

* IT Service Management
* ITIL Service Support
* Security Management
* Knowledge Management
* Quality Assurance

#### 5. Customer Management Skills

* Total Contact Ownership
* Procedures for Call Handling
* Procedures for On-Site Visits

#### 6. Communication Skills

* The Communication Process
* Cultural Sensitivity
* Vocal Elements
* Active Listening
* Body Language
* Incident Documentation
* Writing Skills

#### 7. Problem-Solving and Troubleshooting Skills

* Problem-Solving and Types of Thinking
* Questioning Skills
* Solve Incidents with IMPACT
* Additional Customer Service Skills
* Root Cause Analysis

#### 8. Maximizing Effectiveness

* Your Customer's Psychological Needs
* Handling Conflict
* Difficult Customer Behaviors
* Stress Management
* Power of a Service Attitude
* Managing Your Use of Time

# Grading

# Course Length

One year.