

Help Desk Technician Study Guide

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Chapter 1 provides an overview of the help desk support role, required skill- sets, user categories and characteristics, and the flow of a typical incident. 2Introduction Chapters 2, 3, 7, and 8 provide information on soft skills. These topics include communication skills, personal skills, writing skills, and training skills.

Effective Help Desk Specialist Skills

A help desk technician must have knowledge and experience of computer networks and systems, programs, and mobile devices, but this is not the only requirement. Although desk technicians possess a good understanding of information technology, it is equally important to have soft skills, such as communication skills and recognition of the importance of customer service.

What Does A Help Desk Technician Do? Jobs, Salary ...

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Service Helpdesk & Technical Support Courses & Training ...

IT help desk technicians provide technical support and troubleshooting services to end-users who need assistance with their computer hardware or software. There are two chief types of help desk technician: In-house and Remote. Remote help desk technicians support technology customers via phone, online and occasionally on-site.

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Help Desk Technician - Complete Certification Kit Book

The Help Desk Institute (HDI) Founded in 1989, HDI is both a professional association and a certification sponsor. (HDI is the organization's legal name, though it began as the "Help Desk Institute.")

Help Desk Institute (HDI) Certification Guide: Overview ...

It covers the fundamental IT help desk responsibilities, including software installation, networking, and troubleshooting. Learn about removing software from a computer, networking through the command line, joining computers to a domain, and more.

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Help Desk Technician Requirements: An Associate's degree in computer science or related field. A strong working knowledge of computer systems, hardware, and software. Good problem-solving, analytical, and team-working skills. Excellent communication and interpersonal skills. An openness to learning new technologies.

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