

HDI Help Desk Analyst

3 Days

Overview

This course has been developed to cover the agreed standards and objectives for the HDI's Help Desk Analyst qualification.

The course covers the importance and relevance of customer relationship management and identifies the skills required to develop and maintain good working relationships with customers and peers. The environment in which analysts work, the more commonly used support methodologies and tools utilised, and the impact of global support are reviewed, as are ways to ensure that consistently high levels of support are delivered.

Delegates will participate in group exercises and discussions on the role and responsibilities of the modern help desk, and determine the necessary attributes, skills and knowledge required for staff.

The course also reviews some problem solving techniques, and takes a look at the service management processes with which the help desk has the closest links.

Objectives

Delegates will participate in discussions and group exercises that will enrich their knowledge and understanding of their environment.

Skills Gained

At the end of the workshop delegates will be able to;

- * Handle enquiries more effectively
- * Build good working relationships with customers
- * Understand the role they have in the organisation
- * Describe Service Management Processes

Pre-requisites

Participants should have been working in a Help Desk environment for at least 12 months.

Who Should Attend

* Help Desk Staff

Contents

- The four key concepts on which are based the skills, competencies and knowledge that a help desk analyst requires in order to deliver professional and effective support in line with best practice guidelines
- To understand the role and responsibilities of a help desk analyst, and the attributes, skills and knowledge, which are required to fulfill the role effectively
- How to use those attributes, skills and knowledge to deal effectively with a variety of situations
- Methods to better identify customers' needs and motivations
- The benefits of working as a team
- To develop skills for handling difficult situations
- To understand the need for effective and well thought out processes
- To understand the problem solving process
- To understand the core service management processes, and the role the help desk plays within those processes
- The value and benefits of service level agreements
- The value and benefits of customer satisfaction surveys
- The value of, and need for, metrics within the help desk environment
- The typically available tools and technologies for support centre staff and customers
- To prepare for the examination.