

## HDI - Senior Help Desk Analyst

3 Days

### Overview

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

Delegates are encouraged to 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 their staff.

The course covers effective communication, customer relationship management, customer service skills and the importance of being a role model. It will review and practise presentation skills and the production of professional reports. Other subjects addressed include; the handling of conflicts, effective leadership skills, stress management and teamwork.

The course emphasises business needs and expectations and ways in which the IT support function can better meet them. The delegate will be able to develop professional credibility, identify the core disciplines with which the help desk interacts, and the role they play within, or supporting, them.

Tools and technologies typically used within the support environments are debated and the importance of accurate measurements of services are discussed along with methods of utilising the information from metrics and surveys.

The course concludes with a brief look the skills required for effective project management, and some understanding of why projects fail.

### Objectives

To enable delegates to set up, manage a professional service desk in a support environment.

### Skills Gained

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

- \* apply the skills learned to develop the Service Desk
- \* Use effective techniques to communicate with others throughout the organisation.

### Pre-requisites

Participants should have a basic knowledge the support environment.

### Who Should Attend

Service Desk staff wishing to enhance the skills and gain a credible qualification.

### Content

- The skills required for effective communication as a senior analyst
- Some effective problem solving techniques
- The importance of, and need for, accurate measurements of the services provided
- The benefits of effective reports – with practice
- Some of the tools and technologies typically used in support centres
- The importance of professional credibility, and how to attain it
- The theory and practice of professional and effective presentations
- The core disciplines with which the help desk interacts
- The importance of good project management skills and how to apply them.