

# Help Desk Technician

## INDUSTRY FACTS



### What do help desk technicians do?

IT help desk professionals tend to be methodical problem-solvers with an innate ability to learn new skills and adapt to challenging circumstances.

But what does a help desk technician do?

Day-to-day responsibilities will vary depending on specific needs, but here are some of typical tasks:

- Analyzing employees' computer problem
- Setting up or repairing computer equipment
- Documenting issues for easy reference
- Walking employees through solutions and fixes
- Installing and training users on new hardware or software
- Providing remote technical support via internet or phone
- Backing up and restoring files
- Maintaining operating systems by repairing hardware and configuring software

### Where do they work?

There are two primary types of help desk technicians: In-house and Remote. Remote help desk technicians support via phone and online. In-house technicians work on-site in various types of hospitals and provide support for internal employees. They generally work 40 hours per week and some technicians are required to work weekends.

### How much do they earn?

The market generally favors individuals with strong technical skills, and while this is an entry-level position, the average salary is nothing to scoff at: Burning Glass spots the average salary at \$55,510 per year.

"I was very impressed with what CareerStep had to offer. Affordable pricing for a comprehensive program, combined with the support and flexibility I needed. A perfect choice!"

**JESSICA, CAREERSTEP LEARNER**

June, 2020

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## PROGRAM DETAILS

### Improve Your Life

When it comes to career training, you'll find a lot of sub-par providers that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push. A nudge in the right direction—and your whole life could change.

### Prepare For A Better Job

Aspiring IT professionals often find themselves learning the ropes working as a help desk technician—it's a valuable steppingstone that leads directly to other roles that require technical knowledge. But soft skills are important, too. Think: empathy, communication, stress management, and patience.

If you love working with computers and helping others solve critical problems, this is an exciting career path.

### Learn Your Way (From Home)

With online training, you can absorb more knowledge and learn more skills—fast.

- Train on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

### Receive Coaching and Guidance

When you train with CareerStep, we back you every step of the way—from enrollment through course completion.

- Learner support
- Technical support

### Get Certified

We'll prepare you to take a nationally recognized exam so you can explore greater employment opportunities in your area.

#### Microsoft Office Specialist

Once you complete the program, you'll be set to take the MOS national exam. Pass, and you'll have a respected certification that shows you have the skills needed to get the most out of Office.

#### CompTIA A+ 1001 / 1002

CompTIA A+ is widely considered to be the industry standard and preferred qualifying credential for technical support and IT operational roles.

### Program Modules

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Program Orientation: Help Desk Technician

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Computer Fundamentals

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Microsoft Office 2019: Specialist

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Computer Technician Core 1

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Computer Technician Core 2

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Service Desk Professional

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Computer User Support

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Program Completion: Help Desk Technician

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**TOTAL HOURS = 392**