

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: The Bureau of Labor Statistics reports the average salary at \$57,910 per year.*

* Bureau of Labor Statistics, U.S. Department of Labor. "Computer Support Specialist" Occupational Outlook Handbook. Accessed April 26, 2023.

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JESSICA, CAREERSTEP LEARNER

June, 2020

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PROGRAM DETAILS

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

Being certified as a Microsoft Office Specialist demonstrates you have the skills needed to get the most out of Office.

- Learner support
- Technical support

Get Certified

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

Microsoft Office Specialist (Mos)

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+

The CompTIA A+ performance-based exams certify foundational IT skills across a variety of devices and operating systems.

Program Modules

Program Orientation: Help Desk Technician

Computer Fundamentals

Microsoft Office 2019: Specialist

A+ Core 1

A+ Core 2

Service Desk Professional

Computer User Support

Program Completion: Help Desk Technician
