

# Help Desk Technician

## LEARNING OBJECTIVES



Our help desk technician training program provides an incredibly thorough breakdown of the skills and competencies professionals need to establish an exciting career in IT. It's built around 392 fully online training hours and broken into eight straightforward, easy-to-digest courses that cover a variety of topics, including Microsoft Office, technical writing, trouble-shooting strategies, and so much more.

### Program Orientation: Help Desk Technician

- Initiate the Help Desk Technician program.

### Computer Fundamentals

- Help learners gain a solid foundation of digital technology knowledge and skills that can be applied in everyday life as well as in any career or profession.

### Microsoft Office 2019: Specialist

- Explore, interact, and apply Microsoft Word features and functions at the beginner, intermediate, and advanced level.
- Explore, interact, and apply Microsoft Excel features and functions at the beginner, intermediate, and advanced level.
- Explore, interact, and apply Microsoft PowerPoint features and functions at the beginner, intermediate, and advanced level.
- Explore, interact, and apply Microsoft Outlook features and functions at the beginner and intermediate level.
- Expand your understanding of the Microsoft software through experimentation, critical thought, and personalization skills.
- Engage in real-world scenarios to reinforce critical skills when using Microsoft Word, Excel, PowerPoint, and Outlook in an educational or professional setting.

### Computer Technician Core 1

- Disassemble and reassemble a desktop computer safely.
- Disassemble and reassemble a laptop computer safely.
- Describe and contrast various types and features of motherboards.
- Configure a motherboard using BIOS/UEFI firmware.
- Maintain a motherboard by updating drivers and firmware, using jumpers to clear BIOS/UEFI settings, and replacing the CMOS battery.

- Select, install, and support a hard drive.
- Explain the TCP/IP protocols and standards Windows uses for networking.
- Identify, compare, and contrast hardware used to build local networks.
- Troubleshoot network connectivity problems caused by firmware, operating systems, and applications.
- Identify and use significant features of Android, iOS, Windows Mobile, and Chrome OS mobile operating systems.
- Support cloud computing services on a network.
- Install and share printers and manage printer features, add-on devices, and the printer queue.

### Computer Technician Core 2

- Plan a Windows installation.
- Configure Windows settings after the installation.
- Describe special concerns when installing Windows in a large enterprise.
- Use Windows tools, including Disk Management, to manage hard drives.
- Explain how to secure resources on a network via physical and logical access control, user authentication, and user education.
- Recognize malicious software and remove it to protect personal computers.
- Use and support macOS for Apple computers.
- Use and support Linux distributions with graphical and command-line interfaces.

### Service Desk Professional

- Explain the service desk's role in achieving high customer satisfaction.
- Summarize best practices for active listening and effective communication as a service desk professional.
- Summarize best practices for using the

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telephone in a service desk context.

- Summarize best practices for technical writing in a professional support context.
- Identify strategies for handling difficult customer situations as a support professional.
- Identify strategies for solving and preventing incidents and problems and a support desk context.
- Describe the business skills necessary to thrive as a service desk professional.
- Summarize best practices for working in teams as a support professional.
- Identify strategies for managing stress and avoiding burnout as a service desk professional.

### Computer User Support

- Identify the customer service skills that most benefit computer user support agents.
- Summarize best practices for technical writing.
- Outline strategies for troubleshooting computer problems.
- Describe common support problems and strategies for solving them.

- Summarize best practices for help desk operation.
- Outline effective strategies for managing user support groups.
- Summarize effective principles for product evaluation and support standards.
- Outline the purposes and tasks of a typical end-user needs assessment.
- Explain the typical challenges and responsibilities associated with installing and managing end-user technology.
- Summarize best practices for conducting technology training for users.
- Identify common useful tools and utilities for user support agents.

### Program Completion: Help Desk Technician

- Prepare to take next steps for program completion

**Total Hours: 392**