

Desktop Support Technician Information and Guidelines

HDI is pleased to announce the first annual HDI Desktop Support Technician Award. This award will recognize technicians that exemplify the best of the best in the industry! All nominees will have demonstrated extraordinary commitment, dedication, technical aptitude and service to customers while consistently exceeding performance objectives.

This award is intended for the support professional who responds to incidents escalated by the service desk that are related to customer equipment; additional skills, knowledge, tools, or authority are required. They may resolve the incidents remotely, desk side, or via equipment returns. They must spend over 50% of the working day providing technical support via one or more of the following contact methods: Phone, web-requests, email, chat and provide assisted service either remotely or at the client's device. This includes desk side support, walk-up support, and mail-in equipment. They are the "face of support" as they generally provide face-to-face dealings with clients and customers. The ideal technician will be well rounded in technical aptitude, team orientation, leadership, customer service, people skills, and positive attitude. They should recognize and demonstrate the importance of the sharing of knowledge with their co-workers to develop problem solving techniques that can be utilized by all team members.

Is there a Desktop Support Technician in your organization that you feel is deserving of recognition for their commitment, dedication, and service to your customers? Does the technician sitting next to you provide you with outstanding support, or does someone you know provides the type of desk side support that sets the example for others to follow? Is there someone on your team that consistently goes above and beyond the call of duty? Here's your opportunity to see them recognized for their efforts!

Please consider nominating someone you know for this award. Nominations may be made by managers, peers, customers or support personnel. There is a limit of two nominations per company and all nominations must be approved by the department manager.

Nominee Basic Requirements:

- At least one person from the company/site where this technician works must be a member of HDI
- The nominee must currently be working as a desktop support technician and must have a minimum of 6 months experience in their present job
- The nominee must provide actual desk side support. This award is not for supervisors or team leads, as it is focused on the person delivering the services.

Key selection criteria:

- Customer Service
- Prioritization and Business awareness
- Resourcefulness and creativity
- Teamwork
- Technical aptitude and knowledge

About the Desktop Support Technician Award:

This is the first year of introducing the Desktop Support Technician Award to the HDI community. HDI is working jointly with the HDI local chapters to identify and award the industry's top desk side support technician. The nominations at the local chapter level will be judged with the other nominees from their chapter. The winner from each individual chapter will have an opportunity to compete with their peers regionally, handled by the HDI Regional Director. Each regional winner will be given the opportunity to represent their respective region at the HDI Annual Conference for the national level of judging.

This award is sponsored at the national level by Robert Half Technology. It is with the sponsorship dollars that HDI is able to provide complimentary registration to the HDI Annual Conference for all regional level winners.

