HDI® Desktop Support Technician

Course Overview

Desktop support professionals spend much of the day visiting customers at their workstations or home offices, providing technical support for many desktop systems.

HDI Desktop Support Technician (HDI-DST) training focuses on key support center processes and concepts to improve overall support operations, as well as customer service and interpersonal skills that improve the customer's experience.

What You Will Learn

- Proven techniques for improving on-site customer interaction
- How service level agreements impact workflow and prioritization of requests
- Seven key steps for effective root cause analysis
- The ITIL® processes of incident, problem, change, release, asset, and configuration management
- An overview of security management and knowledge management
- Essential time management and problem-solving skills
- Effective strategies for managing difficult customers

Who Should Attend

— Technical support professionals who provide in-person support to internal employees, remote workers, or external customers and require skills specific to this unique form of customer contact
— Individuals who are preparing for the HDI Desktop Support Technician certification exam

Course Prices **PDU 13**

Public Classroom Training: Interactive two-day course among peers.
Member Price: $1,395 / Price: $1,495

Virtual Classroom Training: Two days of live, instructor-led training delivered online.
Member Price: $1,395 / Price: $1,495

Online Training: 10–12 hours of interactive, self-paced learning.
Member Price: $645 / Price: $695

Onsite Training: A two-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.

HDI CERTIFIED | Desktop Support Technician

Register

Call: 800.248.5667   *Visit:* www.ThinkHDI.com/DST

Course Outline

HDI Desktop Support Technician

Unit 1: Support Center Overview
- The Evolution the Support Center
- The Role of Desktop Support Technician
- The Support Center's Role in the Business

Unit 2: Strategic Framework
- Strategic Perspective
- Service Level Agreements
- Standard Operating Procedures
- Business Alignment

Unit 3: Service Delivery Methods and Technology
- Service Delivery Methods
- Telephony Systems
- Service Management Systems

Unit 4: Support Center Processes and Operations
- IT Service Management
- ITIL Service Support
- Security Management
- Knowledge Management
- Quality Assurance

Unit 5: Customer Management Skills
- Total Contact Ownership
- Procedures for Call Handling
- Procedures for On-Site Visits

Unit 6: Communication Skills
- The Communication Process
- Cultural Sensitivity
- Vocal Elements
- Active Listening
- Body Language
- Incident Documentation
- Writing Skills

Unit 7: Problem-Solving and Troubleshooting Skills
- Problem-Solving and Types of Thinking
- Questioning Skills
- Solve Incidents with IMPACT
- Additional Customer Service Skills
- Root Cause Analysis

Unit 8: Maximizing Effectiveness
- Your Customer's Psychological Needs
- Handling Conflict
- Difficult Customer Behaviors
- Stress Management
- The Power of a Service Attitude
- Managing Your Time

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

UBM

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