HDI®

Desktop Support Technician

"I've been to many trainings and this is one I enjoyed and benefitted from."

— *Rebekkah Martinez,*

Housing Authority of the

County of Santa Cruz"

"There aren't many certifications for service desk/desktop support professionals available taking advantage of this opportunity is a smart move."

— *Antoinette Fite,*

Franklin County PUD

Course Overview

The role of a desktop support technicians is to serve as an escalation point from the service desk for incidents and service requests.

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

What You Will Learn

- ▶ Proven techniques for improving on-site customer interaction
- ▶ How operational 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 behaviors
- ▶ Key best practices for escalation management

Who Should Attend

— Technical support professionals who provide level two support and 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 (HDI-DST) certification exam

Course Prices

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

Unit 1: *Support Center Overview*
Section 1: The Evolution the Support Center
Section 2: The Role of Desktop Support Technician
Section 3: The Support Center's Role in the Business

Unit 2: *Strategic Framework*
Section 1: Strategic Perspective
Section 2: Service Level Agreements
Section 3: Standard Operating Procedures
Section 4: Business Alignment

Unit 3: *Service Delivery Methods and Technology*
Section 1: Service Delivery Methods
Section 2: Telephony Systems
Section 3: Service Management Systems

Unit 4: *Support Center Processes and Operations*
Section 1: IT Service Management
Section 2: ITIL Service Support
Section 3: Security Management
Section 4: Knowledge Management
Section 5: Quality Assurance

Unit 5: *Customer Management Skills*
Section 1: Total Contact Ownership
Section 2: Procedures for Contact Handling
Section 3: Procedures for On-Site Visits

Unit 6: *Communication Skills*
Section 1: The Communication Process
Section 2: Cultural Sensitivity
Section 3: Vocal Elements
Section 4: Active Listening
Section 5: Body Language
Section 6: Incident Documentation
Section 7: Writing Skills

Unit 7: *Problem-Solving and Troubleshooting Skills*
Section 1: Problem-Solving and Types of Thinking
Section 2: Questioning Skills
Section 3: Solve Incidents
Section 4: Additional Customer Service Skills
Section 5: Root Cause Analysis

Unit 8: *Maximizing Effectiveness*
Section 1: Your Customer's Psychological Needs
Section 2: Handling Conflict
Section 3: Difficult Customer Behaviors
Section 4: Stress Management
Section 5: The Power of a Service Attitude
Section 6: Managing Your Time

UBM