



INFOCHIEF®

Boost your IT career success more

**IT HELPDESK PROFESSIONAL
SKILLS COURSE**

HELPDESK



IT HELPDESK PROFESSIONAL SKILLS HELPDESK SPECIALIST

BOOST YOUR IT CAREER SUCCESS!



INFOCHIEF INSTITUTE
TINH NGHE – IT EDUCATION AND SERVICES., Ltd

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IT HELPDESK PROFESSIONAL SKILLS



WHO SHOULD ATTEND

- i. Helpdesk / ServiceDesk division
- ii. IT department
- iii. Technical support department
- iv. Customer support
- v. Call center
- vi. Customer service department

COURSE OBJECTIVES

- How to evaluate business needs of our customers and meet customer expectations
- Positive thinking skills to resolve incidents quickly
- Active listening skills and effective communication strategies
- How to identify and defuse difficult customer behavior
- Core Processes and best practices are used in support services
- Understand the specifications in Help Desk, Service agreements, survey feedback from customers, technology and analysis tools latest version

COACH

- Board coach of institute include the Director of Information Center or IT Director (CIO in the domestic and foreign corporation) are practical experience and mind training in IT management skills.

MATERIAL

- Documentation IT Helpdesk skills development for internal

COURSE DURATION

- 32 hours

STARTING DATE: Early every month



PREPARE NOW TO BE
AN IT SERVICE MANAGER OF FUTURE !

CONTENT OF IT HELPDESK PROFESSIONAL SKILLS COURSE

<p>Module 1. Overview of IT services support</p> <ul style="list-style-type: none">- The IT model to supports user- IT services in business- Design and provide IT service- IT services catalog- Service level agreement (SLA)- IT support process	<p>Module 5. Develop listening skills and communication</p> <ul style="list-style-type: none">- The importance of listening in user support- The barriers affect listening- Effective listening- Encourage listen- The form of communication- Communicate with words and gestures
<p>Module 2. The role of the IT Helpdesk</p> <ul style="list-style-type: none">- The role of IT Helpdesk in business- The main components of the Helpdesk- The required skills for the Helpdesk- The trends of Helpdesk- The attitude of "Can do" the Helpdesk- Understanding of user needs- Management of user satisfaction levels after support	<p>Module 6. Skills for Working with Difficulty User</p> <ul style="list-style-type: none">- Understanding the behavior of User- Cooperation Key: Listening and understanding- Ask questions and solve problems- The common real-life situations- Control yourself- Stay calm when under pressure
<p>Module 3. How to Build a Helpdesk Team</p> <ul style="list-style-type: none">- Characteristics of a successful team- The stage of development helpdek team- Activities coordinated teamwork- Contributing to team goals- The principles of teamwork- Manage and resolve group conflicts- Practice working group - Brainstorming	<p>Module 7. Solving the Common IT Incidents</p> <ul style="list-style-type: none">- Distinguish IT support issues typically encountered- The process of receiving IT issues- The method of solving problem- Problem-solving process- Technical analysis of RCA- The identification and technical solutions- The sample report of IT issues
<p>Module 4. Support Skills by phone</p> <ul style="list-style-type: none">- The importance of telephone support- How to use the right words- The level of communication- Communicate and support over the phone- 5 Phase of professional telephone conversation	<p>Module 8. Writing technical Support Documents</p> <ul style="list-style-type: none">- Helpdesk support tools- Develop knowledge base- Written documentation supporting- Improve your writing skills- Writing user email support

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WHERE COACH IT HELPDESK SUCCESS !



INFOCHIEF MISSION

- ✓ At INFOCHIEF, we research the methods, tools, IT processes that apply to each type of business operations .
- ✓ Consultance the businesses build their IT department become strategic information center.
- ✓ Coaching IT Management Skills and IT Leadership.
- ✓ Providing professional IT human resources. To ensure matching the need of business development.

