Help Desk Software and Technology Support

2023-20: Catalog

[ARCHIVED CATALOG]

ITSP 225 - Help Desk Software and Technology Support

PREREQUISITES/COREQUISITE: ITSP 165 - Frontline IT Customer Service.

PROGRAM: Information Technology Support
CREDIT HOURS MIN: 3
LECTURE HOURS MIN: 3
DATE OF LAST REVISION: Spring, 2014

Course covers a broad range of topics and explores various tools user support specialists need when working in the technology support industry. The student will learn troubleshooting and problem solving in working with end users including using common helpdesk software, knowledge bases, and ticket management systems. Additionally, the use of analysis of software/hardware solutions to resolve typical information technology based troubleshooting are practical elements of the course.

MAJOR COURSE LEARNING OBJECTIVES: Upon successful completion of this course the student will be expected to:

1. Demonstrate proficient help desk skills needed for end user support of various technology devices.
2. Evaluate, explore, and understand the purpose, features, and functionality of help desk ticketing systems.
3. Demonstrate professionalism in working with end users.
4. Demonstrate project management skills appropriate for Information Technology related projects.
5. Demonstrate proper written and oral documentation and communication skills required of a help desk technician.
6. Demonstrate proper troubleshooting techniques using problem-solving and critical-thinking skills.
7. Perform various methods of user needs analysis and assessment.
8. Demonstrate methods for evaluating and selecting appropriate technology based on user needs.

COURSE CONTENT: Topical areas of study include -

- Customer service skills
- Help Desk Agents
- Skills for troubleshooting technology issues
- Common technology support problems
- Help desk operations
- Product evaluation strategies
- Support standards
- End-user needs assessment
- Training computer users
- Documentation
- Communication strategies
- Help desk software

- Ticketing systems

[Course Addendum - Syllabus (Click to expand)](#)