

**Course aim:** To provide students with practice in the techniques for working in a first level system support role.

**Learning outcomes:**

	Learning outcomes
1.	The student will be able to identify, schedule and action tasks, which occur in a Help Desk environment.
2.	The student will be able to analyse and describe the requirements for a Help Desk.
3.	The student will understand Help Desk problem solving processes

**Topics/Content outline:**

Topics include: theory of IT Help Desk operation, development of personal communication and problem solving skills and application of these skills

Expanded Outcomes
<p><b>Outcome 1</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of Help desk activities. (Including: Effective interviewing, creating job descriptions, deadlines, diagnostic techniques, problem solving, procedures, user guides)</li> <li>• Schedule tasks.</li> <li>• Understand the use of resources</li> <li>• Ensure task completion.</li> </ul>
<p><b>Outcome 2</b></p> <ul style="list-style-type: none"> <li>• Collate tips on how to run a Help Desk.</li> <li>• Evaluate alternate software products required to support a Help Desk.</li> <li>• Produce a plan for advertising an existing Help Desk.</li> <li>• Produce documentation to a professional standard.</li> </ul>
<p><b>Outcome 3</b></p> <ul style="list-style-type: none"> <li>• Organise the solving of at least 5 computer-related problems in an efficient and effective manner. (Including: Hardware, Operating System, Networking, and Applications related.)</li> </ul>