

NVCC COLLEGE-WIDE COURSE CONTENT SUMMARY ITE 180 - HELP DESK SUPPORT SKILLS (3 CR.)

Course Description

Emphasizes instruction in customer support techniques required for analyzing and coordinating software and hardware solutions for end-user needs. This course includes evaluation and communication techniques required to provide help desk support necessary to transfer knowledge and enable implementation of a solution. Lecture 3 hours per week.

Recommended Corequisites or Prerequisites

Prerequisite: ITE 115

Course Objectives

Upon completion of this course, the student will be able to:

- Demonstrate the ability to effectively listen and ask critical questions to identify customer's issues and concerns
- Demonstrate the ability to resolve customer's issues in a timely and appropriate manner.
- Demonstrate key skills for developing quality service and products to clients and customers.
- Demonstrate the ability to identify and use a wide range of resources to solve technical problems
- Demonstrate the ability to identify and use appropriate communication techniques to
- Correctly isolate and identify technical problems.
- Demonstrate writing skills for end-user needs
- Create product evaluation strategies and standards
- Identify common help desk support problems

Course Content

- Customer support techniques
- Support techniques to transfer knowledge and enable implementation of a solution
- Analyzing and coordinating software and hardware solutions
- Evaluation and communication techniques for help desk

Student Learning Outcomes

Customer support techniques

- Demonstrate the ability to operate a technical support help line
- Demonstrate the ability to provide on-site hardware and software troubleshooting
- Demonstrate the ability to resolve customer's issues in a timely and appropriate manner.
- Demonstrate key skills for developing quality service and products to clients and customers.

Support techniques to transfer knowledge and enable implementation of a solution

- Demonstrate the ability to effectively listen and ask critical questions to identify customer's issues and concerns

Analyzing and coordinating software and hardware solutions

- Demonstrate the ability to identify and use a wide range of resources to solve technical problems
- Demonstrate the ability to identify and use appropriate communication techniques to correctly isolate and identify technical problems
- Identify common help desk support problems

Evaluation and communication techniques for help desk

- Create product evaluation strategies and standards
- Demonstrate writing skills for end-user needs