ENTRY LEVEL HELP DESK

Core Fundamentals:

1. Communication
- **a.** Soft Skills are without a doubt the most important part of our program. These skills provide our participants with valuable tools for both their career and personal life
- **b.** Some of our key components are:
    - **i.** Professionalism- which is taught through lots of modeling and role-playing
    - **ii.** Verbal communication- using corporate vernacular and meetings
    - **iii.** Written communication- in the form of emails, proposals and presentations
    - **iv.** Conflict resolution and interpersonal skills taught through lots of recreations of real life scenarios
    - **v.** Workplace awareness and EQ
    - **vi.** Customer service driven communication

2. Organization Skills
- **a.** Taking work requests and organizing them into the appropriate physical paperwork, filing and sorting
- **b.** Learning to organize high volume emails, virtual file folders, cloud storage and naming conventions

3. Budgeting
- **a.** Building awareness of spending habits
- **b.** Setting financial goals
- **c.** Learning to live under ones means
- **d.** Utilizing tools to track spending to match goals

4. Credit Awareness and Planning
- **a.** Learning what credit scores mean and how they impact financials
- **b.** How to improve credit
- **c.** How to manage credit
- **d.** Tools

5. Basic PC/Networking Skills
- **a.** Learn basic PC functionality
- **b.** Learn how to troubleshoot basic issues with PCs
- **c.** Learn how networks work and why they are needed for companies
- **d.** Learn how to utilize shared resources like file and print servers

6. Core Microsoft Suite
- **a.** Microsoft Word
- **b.** Microsoft Excel
- **c.** Microsoft Powerpoint
- **d.** Microsoft Outlook
- **e.** Microsoft Sharepoint
- **f.** Microsoft Windows 7 and Windows 10
- **g.** Office 365

7. Information Literacy
- **a.** How to do internet research on common items assigned to many corporate jobs
- **b.** Learn how to validate information found on various sources and put them together in a comprehensive presentation

8. Skills Assessment
- **a.** After completing the core fundamentals, participants test their skills and analyze their standing and foster interest. This process helps attest to a participants strong suite and hone in on that. On completion of program, participants skills and interests are aligned with opportunity

Prerequisites:
- High School degree or GED equivalent
- No IT experience required.

The training through this track will prepare participants to communicate with various types of customers and help them identify the issues they face with their PC or applications. Learning objectives will include how to handle conflict, qualify and isolate issues and remediate the issues either through resolving them yourself or escalating the issue to another team within the IT organization.

The best help desk employees are generally the ones that can communicate effectively and explain how the customers' needs are being met and make the customer feel like they are getting the service they desire.

You will have a thorough understanding on how to utilize:
- Superior Customer Service Skills
- Ticketing Systems
- Service Level Agreements
- Network Management Systems (NMS)
- Contact Center Systems and Phone Systems
- Triage and Escalation Processes to get the right team involved

TRANSCEND IT
RISE TO IT