Help Desk Analyst Complete Certification Kit: Essential Study Guide and eLearning Program - Second Edition

By Ivanka Menken

Help Desk Analyst Complete Certification Kit: Essential Study Guide and eLearning Program - Second Edition By Ivanka Menken
Your primary responsibility as a Help Desk Analyst is to provide top-notch first-level support, which will require troubleshooting technical issues, supporting complex software and computer technology in a high-service environment.

Boost your career with this book, pass the included certified elearning course, and achieve your Help Desk Analyst certification.

Learn how to:

- Gain employment as a Help Desk Analyst

- Perform duties relating to the development, maintenance and support of an organization's information technology

- Provide support to end users on a variety of IT issues

- Identify, research and resolve technical problems

- Respond to telephone calls, email and personnel requests for technical support

- Document, track and monitor problems to ensure a timely resolution

Job Objective: As the first point of contact, your objective is to provide quality technical support with a focus on resolving the call in a timely manner and delivering a high degree of customer satisfaction.

Job Summary: You are or will be on a team with other agents that is exciting, fast moving and involves handling calls and emails from customers to help resolve their IT issues. You may work on a simple Excel problem one minute, an Active Directory change the next, a hardware problem the next, or an outage (Severity 1) event in the environment. If you enjoy helping people, working on a team, solving IT problems, and coordinating action, then Help Desk Analyst is for you.

This book and certification is for any professional or company that's looking to

offer professional-grade IT support service with very little effort. Using the benefits of elearning certification, The Art of Service has helped professionals in all industries move their help desk and customer support operations to the next level. Companies that can attest to the fact that with this book and course, the name of the game is simplification.

The Help Desk Analyst Complete Certification course is built upon the idea that help desk support doesn't have to be complicated and cumbersome.

Upon achieving your certification you'll be able to answer the following questions with confidence:

- What are the most important things to consider when providing Help Desk support?

- What are the industry-standard practices used to manage IT service delivery?

- What skills are required to gain employment as a Help Desk analyst?

- What are the recognized

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Jena Alvarez:

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Cheryl Bullen:

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