

Computer Science: Help Desk Operations

Define the role of help desk and customer service in an organization. [HD1](#)

1 Define the role of help desk and customer service in an organization. [HD1](#)

Evaluate help desk technology, tools, and techniques [HD2](#)

2 Evaluate help desk technology, tools, and techniques [HD2](#)

Identify common support problems, including software tools and features. [HD3](#)

3 Identify common support problems, including software tools and features. [HD3](#)

Identify service technology trends. [HD4](#)

4 Identify service technology trends. [HD4](#)

Demonstrate professional and effective communication skills. [HD5](#)

5 Demonstrate professional and effective communication skills. [HD5](#)

Demonstrate team building strategies. [HD6](#)

6 Demonstrate team building strategies. [HD6](#)

Develop technical training materials, and other user documentation to support help desk operations. [HD7](#)

7 Develop technical training materials, and other user documentation to support help desk operations. [HD7](#)

Demonstrate a methodical approach to the problem-solving process. [HD8](#)

8 Demonstrate a methodical approach to the problem-solving process. [HD8](#)

Apply conflict resolution techniques and skills in customer support. HD9

9 Apply conflict resolution techniques and skills in customer support. HD9

Exhibit positive professionalism with customers and technical writing skills. HD10

10 Exhibit positive professionalism with customers and technical writing skills. HD10

Demonstrate personal, system, and stress management by way of using self-help tools. HD11

11 Demonstrate personal, system, and stress management by way of using self-help tools. HD11

Appropriately use the following: support performance and reporting tools, call management software, problem resolution software, asset and change management tools, notification tools for support in additional level two and level three support tools HD12

12 Appropriately use the following: support performance and reporting tools, call management software, problem resolution software, asset and change management tools, notification tools for support in additional level two and level three support tools HD12