Kentucky CTE

Computer Science: Help Desk Operations 110102 (2026–2027)

Define the role of help desk and customer service in an organization. 1

1 Define the role of help desk and customer service in an organization. 1

Evaluate help desk technology, tools, and techniques. 2

2 Evaluate help desk technology, tools, and techniques. 2

Identify common support problems, including software tools and features. 3

3 Identify common support problems, including software tools and features. 3

Identify service technology trends. 4

4 Identify service technology trends. 4

Demonstrate professional and effective communication skills. 5

5 Demonstrate professional and effective communication skills. 5

Demonstrate team-building strategies. 6

6 Demonstrate team-building strategies. 6

Develop technical training materials and other user documentation to support help desk operations. 7

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emonstrate a methodical approach to the problem-solving process. 8

the problem-solving process. 8

Apply conflict resolution techniques and skills in customer support. 9

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

Exhibit positive professionalism with customers and technical writing skills. 10

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

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

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

Use support performance and reporting tools, call management software, problem resolution software, asset and change management tools, and notification tools for support in additional level two and level three support tools. 12

12 Use support performance and reporting tools, call management software, problem resolution software, asset and change management tools, and notification tools for support in additional level two and level three support tools. 12