Kentucky CTE

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 me th process. HD8	**8 Demonstrate a methodical approach to the problem-solving process.** HD8

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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