

# Help Desk Support Analyst

## Diploma

### Program Objective

This program provides students with the skills and knowledge needed to support users of computer systems and software applications. It provides in-depth knowledge of evaluating, configuring, and troubleshooting communications hardware, software, and operating systems. This program also introduces the skills necessary to effectively provide remote customer support and respond to issues Help Desk Support Analysts may encounter on the job when addressing customer requirements. This program prepares the student for several industry certifications. These are: CompTIA A+ certification and Microsoft Certified Desktop Support Technician (MCDST) certifications.

### Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

### Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by Academy of Learning College facilitators or online instructors.

### Career Opportunities

Graduates of this program will find career opportunities with computer hardware manufacturers and retailers, software manufacturers, and within call centres and information technology departments throughout the private and public sectors. Job opportunities often exist within the technical support departments of large companies within the insurance, financial, pharmaceutical, and telecommunications industries.

Careers that correspond with the skills learned in this program include:

- Help Desk Support Analyst
- User Support Technician
- Computer Help Desk Representative
- Help Desk Technician
- Software Technical Support Analyst
- Systems Technical Support Analyst

### Duties and Responsibilities

Individuals working in a Help Desk Support Analyst role provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software.

Duties may include:

- Communicating electronically and in person with computer users experiencing difficulties to determine, document, and resolve problems experienced
- Consulting user guides, technical manuals and other documents to research and implement solutions
- Providing advice and training to users in response to identified difficulties
- Supporting users to install Windows desktop operating systems
- Managing and troubleshooting access to computer resources

### Required Skills

To be successful in a Help Desk Support Analyst career, individuals must possess the ability to:

- Learn software quickly with minimum instruction
- Formulate decisions and exercise good judgment
- Effectively manage time and stress
- Pay attention to detail
- Demonstrate excellent organizational skills
- Demonstrate highly developed listening and verbal skills
- Work collaboratively and effectively as part of a team
- Use interpersonal skills and communicate effectively
- Communicate verbally and in writing with people from all walks of life



## Admission Requirements

Grade 12 or equivalent.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

## Competencies upon Completion

### Core Courses

- **Operating Systems**  
Advanced level of proficiency in a Windows operating system
- **Word Processing**  
Basic level of proficiency in Microsoft Word
- **Spreadsheets**  
Basic level of proficiency in Microsoft Excel
- **Office Skills**  
Advanced level of proficiency in Microsoft Outlook
- **PC Troubleshooting**  
CompTIA A+ 220-901 and CompTIA A+ 220-902
- **Microsoft Certification**  
Microsoft Windows 7 Configuring and Microsoft Windows 7 Enterprise Desktop Support Technician
- **Business Skills**  
Workplace Success/Intrapreneurship, Business English/Grammar, Business Correspondence Level 1, and Customer Service Essentials
- **Help Desk & Call Centre Skills**  
Help Desk Analyst
- **Job Readiness/Employability Skills**  
Job Search & On-the-Job Training