

Help Desk Support Analyst

Diploma

Program Objective

This program provides students with the necessary skill and knowledge to support users of computer systems and software applications. It provides in-depth knowledge on evaluating, configuring, and troubleshooting communications hardware, software, and operating systems. This program also introduces the skills necessary to effectively provide remote customer support, and deal with issues Customer Service Help Desk 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 Windows 7 certifications.

Program Notes

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

Graduation requirements:

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

Career Opportunities

Graduates of this program will find career opportunities with computer hardware manufacturers and retailers, software manufacturers, within their 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:

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

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.

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. Their 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.

Personal Attributes Required

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

- Have an aptitude for learning 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
- Effectively communicate and use interpersonal skills
- Communicate verbally and in writing with people from all walks of life

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

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

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

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

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Program Prerequisites

Computerized Office Skills Certificate or equivalent proficiency in Keyboarding, Windows, Word, Excel, Access, Outlook, Personal Computer Fundamentals, and the Internet

Competencies upon Completion

CORE COURSES

- **Keyboarding**
Minimum 25 words per minute (WPM)
- **Operating Systems**
Advanced level of proficiency in a Windows operating system
- **Word Processing**
Intermediate level of proficiency in Microsoft Word
- **Office Skills**
Internet Fundamentals, Personal Computer Fundamentals for End Users, and advanced level of proficiency in Microsoft Outlook
- **Spreadsheets**
Intermediate level of proficiency in Microsoft Excel
- **Database Management**
Basic level of proficiency in Microsoft Access
- **Business Skills**
Grammar Essentials for Business Writing, Business Correspondence Level 1 Customer Service, and Business Math
- **Pc Troubleshooting**
CompTIA A+ 220-901 and CompTIA A+ 220-902
- **Help Desk & Call Centre Skills**
Telephone Communication Skills and Team Dynamics and Personal Development
- **Job Readiness/Employability Skills**
Employment Success Strategies, Job Search and Résumé Writing, and Thought Patterns for a Successful Career
- **Microsoft Certification**
Microsoft Windows 7 Configuring and Microsoft Windows 7 Enterprise Desktop Support Technician

ELECTIVE COURSES

Students should complete three (3) credits from any of these groups:

- Office Skills
- Word processing
- Database Management
- Spreadsheets