

SOUTHEAST COMMUNITY COLLEGE
CONSTRUCTION MANUFACTURING AND TECHNOLOGY DIVISION
Computer Information Technology Program
Revision Date: August 22, 2022
[Syllabus Statements](#)

I. CATALOG DESCRIPTION

Course Number: INFO1443
Course Title: Help Desk Concepts
Prerequisite(s): INFO1151, INFO1171
Catalog Description: This course covers the terminology, structure and tools related to help desk operations. Students have hands-on experience with help desk ticketing software.
Credit Hours: 2
Class Hours: 30
Lab Hours: 0
Total Contact Hours: 30

II. COURSE OBJECTIVES: *Course will:*

- A. Present the skills needed by a help desk technician.
- B. Describe the tools/technology used by a help desk technician.
- C. Provide an overview of help desk record-keeping software.
- D. Provide opportunities to categorize typical trouble-shooting situations.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. List the processes and procedures followed in the help desk environment.
 - 2. Identify the roles and responsibilities of the help desk technician.
 - 3. Describe customer service skills needed by the help desk technician.
 - 4. Identify troubleshooting skills and tools.
 - 5. Describe technologies available in the help desk environment.
 - 6. Manage incidents in help desk software.
 - 7. Manage navigation of incidents through levels of the help desk.
 - 8. Classify incident priority categories.
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #6: Career and Life Skills
Outcome 4: Use digital technology effectively to access, manage, integrate, evaluate, and present information.

IV. CONTENT/TOPICAL OUTLINE

- A. Overview of the basic components and processes in a help desk
- B. Customer service skills for support agents
- C. Communication skills for support agents
- D. Working with difficult clients and incidents
- E. Conflict resolution strategies
- F. Skills for troubleshooting technology-related problems
- G. Hardware and software tools used by support agents
- H. Common user problems
- I. Incident management workflow

- J. Download and install a help desk software to:
 - 1. Gather data to log an incident
 - 2. Prioritize and assign incidents
 - 3. Escalate and track incidents
 - 4. Close incidents
 - 5. Print reports
 - 6. Write knowledgebase articles
- K. Change and stress management
- L. Help desk career path and professional certification

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): The eBook is available through Direct Digital Access (DDA) in Canvas on the first day of class and is billed to your student account.
- B. Computer and Internet access

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:
 - 1. Technology enhanced lectures
 - 2. Group discussions
 - 3. Engaged learning activities

VII. METHODS OF EVALUATION

- A. Methods of evaluation, although determined by the individual instructor, traditionally includes a combination of the following:
 - 1. Discussions
 - 2. Assignments
 - 3. Quizzes