

**SOUTHEAST COMMUNITY COLLEGE**  
**ADVANCED TECHNOLOGIES & SKILLED TRADES DIVISION**  
**Computer Information Technology Program**  
**Revision Date: November 10, 2025**

**I. CATALOG DESCRIPTION**

Course Number: INFO1443  
Course Title: Help Desk Concepts  
Prerequisite(s): 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. Identify 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

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/Projects
3. Quizzes
4. Tests