Service Desk Analyst

Description

The importance of delivering high quality customer service in today's support environment means that the responsibilities of IT support analysts are many and, as a result, a diverse skill-set is required to meet the constantly evolving and increasing challenging demands placed on them.

Excellent customer service through efficient IT support – whether it be face-to-face, via email, over the phone, by IM/SMS or through social media channels to its agreed IT service levels. This course equips analysts with the essential skills for delivering an excellent level of customer service and support.

This course is designed to provide service desk and support analysts with the skills to work consistently within industry recognised standards and in-line with the best practices guidelines.

It reviews the four key concepts covered in the standards: professionalism and roles, analyst skills, process and supported technologies and enabling tolls, on which the skills, competencies and knowledge required to deliver professional and effective support are based.

Course Content
Module 1: Roles and responsibilities

- Learn about everything you need to know about being an efficient and effective service desk analyst and the key concepts required to deliver effective support

Module 2: Relationship management

- Discover the importance of teamwork, customer relationships and cultural awareness, best practice customer service, dealing effectively with difficult situations and teamwork

Module 3: Effective communication skills and competencies

- Identify and develop the core competencies of communication required on the service desk

Module 4: Problem-solving

- Examine the process and practice the techniques

Module 5: Effective rapport and conflict management skills

- Learn how to deal successfully with a variety of people and situations, including the difficult ones

Module 6: Effective processes management

- Establish the need for processes and procedures for call handling and how to create high-quality documentation

Module 7: IT Service Management

- Learn about the role of the service desk in the incident management process such as best practice procedures for escalations, problem, change and IT service continuity management, effective knowledge

and service level management, IT security

Module 8: Quality assurance activities

- Review the importance of quality processes, customer satisfaction surveys and the benefits of metrics

Module 9: Service desk technologies

- Identify common technologies and examine the methods of support used by the service desk such as remote support, desk-side support, online chat, self-service and self-help

Module 10: Tools and technologies

- Gain an insight into the basics of PBX, ACD and IP telephony, CTI, self-service and self-healing technology

Lab / Exercises

- Practical examples and discussions to share experience
- 2 sets of sample questions to prepare the examination

Documentation

- Official courseware and documentation from SDI

Exam

- This course prepares to the official SDI's examination Service Desk Analyst (SDA)
- It's made of 60 multiple choice questions, with a passing score of 65% (39 correct answers required)
- An exam voucher is included with this training

Participant profiles

- Support analysts
- Support technicians level 1
- Support technicians level 2

Prerequisites

- No prerequisites

Objectives

- Thorough grounding in the skills, competencies and knowledge required of a professional and effective service desk and support analyst
- Essential skills and competencies to deliver efficient and effective support in line with SID'a best practiceindustry standards
- Clear understanding of how to identify customer needs and motivations, how to deal effectively with a variety of situations
- Knowledge of core IT service management processes and the role of the service desk within these
- Practical problem solving techniques to help resolve customer's issues first time
- Globally recognized professional qualification (once successfully passed the exam)

Niveau
Fondamental
Classroom Registration Price (CHF)

2300
Virtual Classroom Registration Price (CHF)
2150
Duration (in Days)
3
Reference
SDA