

# Service Desk Analyst

## Description

IT services play a crucial role in the efficiency of modern businesses. Providing smooth and responsive support is no longer optional it's a necessity. The role of a Service Desk Analyst embodies this mission. This professional ensures user satisfaction while maintaining the continuity of digital services.

In a fast-evolving technological landscape, support teams must demonstrate adaptability. The Service Desk Analyst training equips participants with the skills needed to deliver high-quality service and effective technical assistance. Learners gain the ability to solve problems methodically, manage customer relationships professionally, and apply best practices recognized in the field of service desk operations.

## Enhancing support quality and customer satisfaction

This Service Desk course focuses on professionalism, communication, and efficient IT process management. Each module develops key abilities such as active listening, incident management, clear communication, and optimal use of technology tools. Participants learn to identify user needs, understand their expectations, and respond to them with accuracy and professionalism.

### 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**

- Understand the role and responsibilities of a Service Desk Analyst
- Develop effective communication skills
- Apply best practices in incident management
- Identify and resolve first-level issues
- Manage customer relationships and handle difficult situations
- Use service desk tools and technologies efficiently
- Implement quality assurance processes
- Contribute to the overall performance of IT support

### **Description**

Service Desk Analyst Training

**Niveau**

Fondamental

**Classroom Registration Price (CHF)**

2300

**Virtual Classroom Registration Price (CHF)**

2150

**Duration (in Days)**

3

**Reference**

SDA