

ITSUP-140: Support Center Analyst

Course Description:

This course prepares students for HDI-SCA (Help Desk Institute Support Center Analyst), HDI-DST (Desktop Support Technician) and ITIL Foundation Certifications, by teaching how to provide front-line support for customers. The course focuses on strategies for effective customer service with an emphasis on problem-solving and troubleshooting skills, call-handling procedures, incident management, and call tracking applications. Topics such as active listening skills and effective communication strategies will be covered, as well as strategies for improving customer interactions.

Total Credits: 3.00

Course Competencies

- 1. Formulate a customer service strategy.**
- 2. Cultivate customer service and satisfaction**
- 3. Examine the role of the support center analyst**
- 4. Use metrics to improve support center performance**
- 5. Outline ways to improve team performance in a support setting**
- 6. Plan ways to manage stress in the support environment**
- 7. Apply troubleshooting and problem solving techniques**
- 8. Examine the incident management process**
- 9. Identify the importance of leadership in Support Center**