

STANDARDIZED COURSE OUTLINE

SECTION I

SUBJECT AREA AND COURSE NUMBER: CST 125

COURSE TITLE: Help Desk Concepts

COURSE CATALOG DESCRIPTION:

The goal of this course is to impart the knowledge needed to function as a Help Desk Professional. The huge demand for computer technical support, coupled with a shortage of information technology (IT) professionals, has created tremendous career opportunities in the field of customer service and technical support or what is referred to as Help Desk Specialist or Professional. To work at a help desk, you must understand hardware, software, networking and the World Wide Web, combined with what is involved in actually delivering technical support services to the customer or sta. member. The help desk professional must also understand the role of the help desk within a complex technical support department. Formerly listed as CIS 299, not open to students who have successfully completed CIS 299. Prerequisites: Basic computer concepts or computer literacy or CSA 105; networking, Internet and World Wide Web concepts, or CSA 163; and knowledge of software products, such as Microsoft Office, or CSA 105.

LECTURE HOURS PER WEEK: 3

CREDIT HOURS: 3

LAB HOURS PER WEEK (if applicable): n/a

PREREQUISITE(S): CSA 105

SECTION II

A. SCOPE:

This course provides students with a comprehensive understanding of the helpdesk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving and communication skills that are very valuable when providing user support. Through hands-on exercises and case projects students will learn how to apply their knowledge and develop their ideas and skills.

B. REQUIRED WORK:

Will vary by instructor. Students will be expected to do all required readings, assignments, tests, and quizzes as outlined by their instructor.

C. ATTENDANCE AND PARTICIPATION:

Regular attendance, assignment submission timeliness, promptness and class/lab participation will be expected. Instructors will include specific attendance and participation policies requirements in their class syllabi.

D. METHODS OF INSTRUCTION:

Methods may include any of the following: lecture, lecture/discussion, small group, collaborative learning, experimental/exploration, distance learning, student presentations, computer demonstrations, or use of technologies such as audio-visual materials, computer laboratory equipment. Emphasis will be on hands-on computer exercises and problems.

E. OBJECTIVES, OUTCOMES, and ASSESSMENT

Students' grades will be based on achievement of learning the objectives and outcomes listed below as measured by the instructor's methods of assessment:

LEARNING OBJECTIVES	LEARNING OUTCOMES	ASSESSMENT METHODS
To demonstrate an understanding of:	Student will:	As measured by:
Psychology of the workplace, including attendance, punctuality, initiative, teamwork, privacy, discrimination issues, due process, safety, employee/employer conflict, job descriptions, and techniques for working productively with people of diverse cultures and backgrounds	a) Get a feel for all the topics mentioned on the left through a variety of research projects as well as role playing exercises	<ul style="list-style-type: none"> • Homework/Lab assignments; • Written and Oral activities; • Quizzes and Exams
Customer service and end-user support principles, including communication skills. Telephone etiquette, and courtesy when dealing with customers and individuals lacking a technical background	a) Be able to deal with customers over the telephone in a professional manner b) Be able to explain problems to people who may not have a technical background c) Be able to help low level users solve their technical problems	<ul style="list-style-type: none"> • Homework/Lab assignments; • Written and Oral activities; • Quizzes and Exams
How to communicate effectively with clients, both verbally and in writing	a) Examine case problems and resolves the problems presented inside them b) Practice troubleshooting problems for clients both over the phone and via e-mail	<ul style="list-style-type: none"> • Homework/Lab assignments; • Written and Oral activities; • Quizzes and Exams
Understanding and applying mathematical and scientific reasoning in solving problems and thinking critically	a) Learn how to work slowly through a technical problem to identify possible solutions b) Be able to read a troubleshooting flow chart to arrive at a solution for a problem	<ul style="list-style-type: none"> • Homework/Lab assignments; • Written and Oral activities; • Quizzes and Exams
Career paths in the computer support field	a) Understand the current job market in the Computer Support field b) Research various job openings in the field	<ul style="list-style-type: none"> • Homework/Lab assignments; • Written and Oral activities; • Quizzes and Exams

F. TEXT(S) AND MATERIALS:

An appropriate computer customer service text, such as:

Text: *A Guide to Computer User Support for Help Desk and Support Specialists*,
(current edition)

Author: Fred Beisse

Publisher: Course Technology

G. INFORMATION TECHNOLOGY:

This course is an information technology course and will require extensive computer lab time both for teaching and performing assignments. Students will require network accounts with access to the Internet and current versions of Microsoft Windows, Word, Excel, and PowerPoint as well as file storage space.