

Desktop Advanced Support Technician Course

HDAA



Course Overview

Master the skills to deliver quality services in today's complex and evolving support environment

Desktop Advanced Support Technicians are trusted support advisers and advocates that focus on providing efficient and effective resolutions to customers as it relates to service requests, incidents, and problems escalated by the service desk and the business. This training focus on enhancing the image of the support organization by providing excellent customer service as well as increasing the productivity and capabilities of users, customers, and the business.

This certification validates that desktop and advanced technicians possess the required best practice knowledge and skills to provide quality technical support and guidance to stakeholders.

This Course Focuses On

- The Integral role and value of a desktop advanced support technician throughout all areas of the support organization.
- The Importance of understanding the business supported and how to partner with stakeholders across the organization to drive performance and efficiencies.
- The art of advocacy and how to use effective business relationship management skills to communicate effectively and enhance the customer experience.
- Understand the differences between trouble-shooting and problem solving and acquire tried and true approaches for resolving root problems.
- Valuable active listening skills and effective communication strategies, along with effective strategies for managing challenging behaviours and situations.

Course Outline

Unit 1: Role of Desktop Advanced Support Technician

Desktop Support Industry Evolution
The Role of the D/AST
The Value of the D/AST
The Future of Desktop Support

Unit 2: Framework for Effective Service and Support

Being a Business Liaison
Understanding the Business
Structural Components of the Business
Strategy
Services
Service Level Management
Standard Operating Procedures
Business Alignment

Unit 3: Business Relationship Management

Being an Effective Liaison to the Business
Continual Service Improvement

Unit 4: Advisory Skills

Advisory Skills
Being a Technology & Process Advisor

Unit 5: Troubleshooting/ Problem Solving Skills

Troubleshooting & Problem Solving
Incident Management
Incident Swarming
Problem Management
Root Cause Analysis

Unit 6: Essential Communication Skills

Being a Customer Advocate
Active Listening
Voice Components
Body Language
Effective Word Choices
Written Communication

Unit 7: Stakeholder Management Skills

Stakeholder Management Skills
Diplomacy
Emotional Intelligence
Empathy
Negotiation and Conflict Resolution

Conclusion:

Time Management
Project Management
Managing Your Career

Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

Membership Services

HDAA provides a range of services for its members which can be accessed via our website www.hdaa.com.au.

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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