

## Help Desk Level Competencies

### Level 1

#### **Take user calls and manage trouble tickets**

- Ability to staff and manage the organizations helpdesk and effectively respond to routine customer calls
- Ability to use proper grammar and spelling in documenting trouble tickets
- Ability to use the organization's trouble ticket system to log calls, update status and document resolutions
- Ability to escalate problems to the appropriate IT group for resolution
- Understanding of the benefits of using the corporation's standard greeting in supporting customers

#### **Troubleshoot problems**

- Ability to effectively answer customer questions about desktop systems and telephones.
- Ability to provide customers first level troubleshooting assistance
- Knowledge of latest IT technologies and how they may apply

#### **Provide customer service support and training**

- Ability to provide personal computer operations desk side support
- Working knowledge of the responsibilities of the help desk operator
- Ability to identify, manage and overcome barriers to communication
- Ability to independently operate a help desk and assist customers with needs and problems
- Ability to effectively communicate with customers
- Knowledge of the organization's hardware and software usage policies and ability to apply policy in supporting customers
- Ability to assist and provide instruction on the basics of back-up and recovery of user disk files
- Ability to install, configure and provide instruction on basics of using common office software tools
- Ability to solicit customer feedback and use the information to improve customer service
- Ability to assist and provide instruction on the use of the organization's telephone system

#### **Provide system maintenance and tracking**

- Ability to employ basic procedures for user account management and access
- Ability to support the organization's printer systems

- Ability to physically clean and maintain local and network devices
- Ability to evaluate user software for license compliance and currency
- Ability to effectively manage IT assets including inventories, acquisition and disposal of equipment
- Ability to maintain and repair basic desktop computer components and peripherals used in the organization

#### **Install and upgrade PC and network devices**

- Ability to install and test server or personal computer software upgrades
- Ability to install and configure personal computer operating system software
- Ability to provide move, add and change support for users accounts, computer equipment and telephones
- Ability to effectively remove old computer equipment and cabling

### **Level 2**

#### **Take user calls and manage trouble tickets**

- Knowledge of the organization's trouble ticket system and ability to use it to assess customer needs and improve helpdesk service
- Knowledge of the organization's trouble ticket system and ability to use it to assess customer needs and improve helpdesk service
- Ability to provide timely and effective status updates to customers
- Ability to assess and escalate serious or unusual problems to the appropriate IT group for resolution
- Ability to provide standard trouble ticket status reports to management
- Working knowledge of the variables determining priority/severity of a call
- Ability to monitor help desk workload and prioritize trouble tickets to effective use time

#### **Troubleshoot problems**

- Ability to use the organization's problem management process and access the resources needed in resolving problems
- Ability to support and troubleshoot advanced office applications
- Ability to monitor organization's IT service quality and recognize and respond to service quality abnormalities
- Ability to develop, test and implement solutions to problems detected during troubleshooting
- Ability to use existing resources to obtain knowledge on the organization's network devices

- Ability to provide customers remote troubleshooting assistance from the helpdesk or personal workstation
- Knowledge of latest IT technologies and how they may apply

#### **Provide customer service support and training**

- Demonstration of a service-based attitude in dealing with customers
- Ability to use active listening techniques to improve communication with customers
- Ability to proactively manage communications and liaison with customers and technical groups using regular updates and status reports
- Ability to use that organization's procedures, including surveys, escalation and other tools for analyzing customer assistance call trends and systemic problems
- Ability to provide basic PC and telephone security training for users
- Ability to support and train users in the use of self-help tools implemented in the organization
- Ability to assess training needs and develop new training or self-help materials

#### **Provide system maintenance and tracking**

- Ability to apply basic security measures for internet, help desk, and desktop operations
- Ability to apply basic security measures for internet, help desk, and desktop operations
- Ability to update and configure desktop/PC OS, BIOS and drivers
- Ability to install and network personal computer operating systems
- Ability to evaluate network and support tool software for license compliance and currency
- Ability to successfully administer and manage email and telephone accounts
- Ability to perform network services back-ups and recoveries

#### **Install and upgrade PC and network devices**

- Ability to install new application software on servers and user PCs
- Ability to order IT hardware, software and supplies within organization's guidelines
- Ability to provide move, add and change support for users accounts, computer equipment and telephones
- Ability to prepare a site and develop a basic work plan for an IT installation
- Ability to install, configure and repair basic computer hardware and software
- Ability to install, terminate and test a variety of network cabling configurations
- Ability to configure and document LAN and network device software

## **Level 3**

### **Take user calls and manage trouble tickets**

- Ability to provide standard and/or special status reports on the entire trouble ticket system
- Ability to gather and use customer inquiries, feedback and call trends to improve quality of service
- Ability to use surveys to assess and improve the organization's help desk and desk side service quality
- Ability to use common metrics to assess quality of help desk support
- Knowledge of the organization's call monitoring system and how it can help to improve performance

### **Troubleshoot problems**

- Ability to analyze major network or help desk problems and research solutions
- Ability to develop, test and implement solutions to unique or unusual problems detected during troubleshooting
- Ability to document and communicate problems, solutions and the implementation process
- Knowledge of latest IT technologies and how they may apply
- Knowledge of established troubleshooting guidelines and procedures and ability to use them
- Ability to set up and document new troubleshooting procedures
- Ability to use open and closed questions in troubleshooting problems with customers

### **Provide customer service support and training**

- Knowledge of the operations of other technical groups and ability to effectively provide liaison for users with these groups
- Ability to identify and develop new or improved user training
- Understanding of knowledge management principles and how they are implemented in the organization

### **Provide system maintenance and tracking**

- Knowledge of information security and how prompt reporting of security breaches mitigate potential problems
- Ability to manage and supervise help desk services

### **Install and upgrade PC and network devices**

- Ability to install and properly configure wireless end user network devices and connections
- Basic ability to install new network architectures or configurations

- Ability to conduct large scale software deployments
- Knowledge of the design and installation of network cabling
  
- Basic understanding of the organization's network and LAN architectures and supporting technologies