

HDI Certified Desktop/Advanced Support Technician

About HDI®

As the world’s largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013 RADAR became an HDI Gold Partner offering all HDI products and services in Canada

“There aren’t many certifications for service desk/desktop support professionals available taking advantage of this opportunity is a smart move.”
— Antoinette Fite,
Franklin County PUD

Visit our website:
www.radarsolutionsgroup.com

Course Overview

HDI Desktop / Advanced Support Technician (HDI-DAST): Desktop and Advanced Support Technicians are trusted support advisors 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.

What You Will Learn

In this 2-day course, participants will learn the skills necessary to deliver quality services in today’s complex and evolving support environment.

- 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 troubleshooting 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 behaviors and situations.

Who Should Attend

- Desktop Technicians and Advanced Support including L2 & L3 staff.
- Individuals who are preparing for the HDI Desktop Advanced Support Technician certification exam.

Available as:

Public Classroom: Interactive two-day course among peers.

Virtual Training: Two days of live, instructor-led training delivered over the Internet.

Online Training: 10–12 hours of interactive, self-paced learning.

Onsite Training: A two-day course conducted at your company’s site.

To Register or for Pricing Details:

Visit our website www.radarsolutionsgroup.com for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: info@radarsolutionsgroup.com

Curriculum

Unit 1: Role of Desktop Advanced Support Technician

- Section 1: Desktop Support Industry Evolution
- Section 2: The Role of the D/AST
- Section 3: The Value of the D/AST
- Section 4: The Future of Desktop Support

Unit 2: Framework for Effective Service and Support

- Section 1: Being a Business Liaison
- Section 2: Understanding the Business
- Section 3: Structural Components of the Business
- Section 4: Strategy
- Section 5: Services
- Section 6: Service Level Management
- Section 7: Standard Operating Procedures
- Section 8: Business Alignment

Unit 3: Business Relationship Management

- Section 1: Being an Effective Liaison to the Business
- Section 2: Continual Service Improvement

Unit 4: Advisory Skills

- Section 1: Advisory Skills
- Section 2: Being a Technology & Process Advisor

Unit 5: Troubleshooting/ Problem Solving Skills

- Section 1: Troubleshooting & Problem Solving
- Section 2: Incident Management
- Section 3: Incident Swarming
- Section 4: Problem Management
- Section 5: Root Cause Analysis

Unit 6: Essential Communication Skills

- Section 1: Being a Customer Advocate
- Section 2: Active Listening
- Section 3: Voice Components
- Section 4: Body Language
- Section 5: Effective Word Choices
- Section 6: Written Communication

Unit 7: Stakeholder Management Skills

- Section 1: Stakeholder Management Skills
- Section 2: Diplomacy
- Section 3: Emotional Intelligence
- Section 4: Empathy
- Section 5: Negotiation and Conflict Resolution

Conclusion:

- Time Management
- Project Management
- Managing Your Career