**BARTON COMMUNITY COLLEGE**

**COURSE SYLLABUS**

# **GENERAL COURSE INFORMATION**

Course Number: NTWK 1068

Course Title: Help Desk Fundamentals

Credit Hours: 3

Prerequisite: None

Division/Discipline: WTCE/Networking Specialist

Course Description: This course introduces students to the service concepts, skill sets, career paths, and operations of the help desk industry. This course presents help desk theories from an educational perspective and provides an overview of the help desk for individuals interested in pursuing a career in customer support. This course also provides an overview of the knowledge, skills, and abilities necessary for employment in the user support industry. This course emphasizes problem-solving and communication skills in addition to technical skills.

# **INSTRUCTOR INFORMATION**

# **COLLEGE POLICIES**

Students and faculty of Barton Community College constitute a special community engaged in the process of education. The College assumes that its students and faculty will demonstrate a code of personal honor that is based upon courtesy, integrity, common sense, and respect for others both within and outside the classroom.

Plagiarism on any academic endeavors at Barton Community College will not be tolerated. The student is responsible for learning the rules of, and avoiding instances of, intentional or unintentional plagiarism. Information about academic integrity is located in the Student Handbook.

The College reserves the right to suspend a student for conduct that is determined to be detrimental to the College educational endeavors as outlined in the College Catalog, Student Handbook, and College Policy & Procedure Manual. (Most up-to-date documents are available on the College webpage.)

Any student seeking an accommodation under the provisions of the Americans with Disability Act (ADA) is to notify Student Support Services via email at disabilityservices@bartonccc.edu.

# **COURSE AS VIEWED IN THE TOTAL CURRICULUM**

Help Desk Fundamental is required for the Networking Specialist Certificate and A.A.S. It provides opportunities for students to extend their knowledge and provide hands-on experience in creating various types of help desk situations. Essential skills (customer service, communication, professionalism, etc.) as well as technical skills are examined in depth.

# **ASSESSMENT OF STUDENT LEARNING**

Barton Community College is committed to the assessment of student learning and to quality education. Assessment activities provide a means to develop an understanding of how students learn, what they know, and what they can do with their knowledge. Results from these various activities guide Barton, as a learning college, in finding ways to improve student learning.

Course Outcomes, Competencies, and Supplemental Competencies:

1. Examine the role of user support
2. Describe how user support has evolved over time
3. Recognize the role of user support within an organization
4. Identify common user support services
5. Identify and apply customer service skills
6. Describe communication processes
7. Employ call handling procedures
8. Apply active listening
9. Recognize strategies for difficult clients and incidents
10. Explain help desk processes and procedures
11. Examine the incident management process
12. Analyze and assess user needs
13. Employ trouble-shooting skills
14. Recognize best practices
15. Employ help desk tools and technologies
16. Evaluate help-desk software
17. Employ installation, maintenance and back-up tools
18. Examine user document requirements
19. **INSTRUCTOR'S EXPECTATIONS OF STUDENTS IN CLASS**

# **TEXTBOOKS AND OTHER REQUIRED MATERIALS**

# **REFERENCES**

# **METHODS OF INSTRUCTION AND EVALUATION**

# **ATTENDANCE REQUIREMENTS**

1. **COURSE OUTLINE**