



## HDI Desktop Support Technician

<b>Acronym/Nickname</b>	<b>Certification Body</b> HDI	
<b>Description</b> <p>The HDI Desktop Support Technician course is designed specifically for IT support professionals who spend much of their day visiting customers at their workstations or home office. This course focuses on understanding and utilizing key support center processes and concepts to improve overall support operations, as well as customer service and interpersonal skills that improve the customer's experience.</p>	<b>Certification Level</b>  <b>Covered competencies</b> The candidates will learn: <ul style="list-style-type: none"> <li>• IT support best practices and industry standards</li> <li>• Service delivery within the ITIL® process framework</li> <li>• Change Management, Configuration Management, and Root Cause Analysis</li> <li>• Incident Management and handling escalations</li> <li>• How to assess customer business needs and exceed customer expectations</li> <li>• Improve critical thinking and communication skills</li> <li>• Time management and problem solving skills</li> <li>• How to identify and diffuse challenging customer behavior</li> </ul> <b>Requirements</b> Must attend the online training and pass the certification exam	
<b>Target</b> <ul style="list-style-type: none"> <li>• Technical support professionals that provide in-person support to internal employees, remote workers, or external customers.</li> <li>• Those seeking HDI Desktop Support Technician Certification.</li> </ul>	<b>Career Path</b>	
<b>Authorized Testing Center:</b> HDI	<b>Indicative Fee*</b> HDI Members 1,295 USD Non-Members 1,395 USD	<b>Certification Schedule**</b>
<small>* Fees are exclusive of VAT and wire transfer fee          ** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below</small>		
<b>Recommended/Preparatory Training</b>		
<b>Where to get more information:</b> <a href="http://www.thinkhdi.com/certification">http://www.thinkhdi.com/certification</a>  <a href="http://www.pearsonvue.com/hdi/">http://www.pearsonvue.com/hdi/</a>		