



# Effective Help Desk Specialist Skills

By Darril Gibson

Download now

Read Online 

## Effective Help Desk Specialist Skills By Darril Gibson

All of today's help desk support skills, in one easy-to-understand book

The perfect beginner's guide: No help desk or support experience necessary

Covers both "soft" personal skills and "hard" technical skills

Explains the changing role of help desk professionals in the modern support center

Today, everyone depends on technology—and practically everyone needs help to use it well. Organizations deliver that assistance through *help desks*. This guide brings together all the knowledge you need to succeed in any help desk or technical support role, prepare for promotion, and succeed with the support-related parts of other IT jobs. Leading technology instructor Darril Gibson tours the modern help desk, explains what modern support professionals really do, and fully covers *both* of the skill sets you'll need: *technical* and *personal*. In clear and simple language, he discusses everything from troubleshooting specific problems to working with difficult users. You'll even learn how to manage a help desk, so it works better and delivers more value.

Coverage includes:

- How the modern help desk has evolved
- Understanding your users' needs, goals, and attitudes
- Walking through the typical help desk call
- Communicating well: listening actively and asking better questions
- Improving interactions and handling difficult situations
- Developing positive attitudes, and "owning" the problem
- Managing your time and stress
- Supporting computers, networks, smartphones, and tablets
- Finding the technical product knowledge you need
- Protecting the security of your users, information, and devices
- Defining, diagnosing, and solving problems, *step by step*
- Writing it up: from incident reports to documentation
- Working in teams to meet the goals of the business
- Using ITIL to improve the services you provide

- Calculating help desk costs, benefits, value, and performance
  - Taking control of your support career
- Powerful features make it easier to learn about help desk careers!
- Clear introductions describe the big ideas and show how they fit with what you've already learned
  - Specific chapter objectives tell you exactly what you need to learn
  - Key Terms lists help you identify important terms and a complete Glossary helps you understand them
  - Author's Notes and On The Side features help you go deeper into the topic if you want to
  - Chapter Review tools and activities help you make sure you've learned the material

Exclusive Mind Mapping activities!

- Organize important ideas visually—in *your mind*, in *your words*
- Learn more, remember more
- Understand how different ideas fit together

 [Download Effective Help Desk Specialist Skills ...pdf](#)

 [Read Online Effective Help Desk Specialist Skills ...pdf](#)

# Effective Help Desk Specialist Skills

By Darril Gibson

## Effective Help Desk Specialist Skills By Darril Gibson

All of today's help desk support skills, in one easy-to-understand book

The perfect beginner's guide: No help desk or support experience necessary

Covers both "soft" personal skills and "hard" technical skills

Explains the changing role of help desk professionals in the modern support center

Today, everyone depends on technology—and practically everyone needs help to use it well. Organizations deliver that assistance through *help desks*. This guide brings together all the knowledge you need to succeed in any help desk or technical support role, prepare for promotion, and succeed with the support-related parts of other IT jobs. Leading technology instructor Darril Gibson tours the modern help desk, explains what modern support professionals really do, and fully covers *both* of the skill sets you'll need: *technical* and *personal*. In clear and simple language, he discusses everything from troubleshooting specific problems to working with difficult users. You'll even learn how to manage a help desk, so it works better and delivers more value.

Coverage includes:

- How the modern help desk has evolved
- Understanding your users' needs, goals, and attitudes
- Walking through the typical help desk call
- Communicating well: listening actively and asking better questions
- Improving interactions and handling difficult situations
- Developing positive attitudes, and "owning" the problem
- Managing your time and stress
- Supporting computers, networks, smartphones, and tablets
- Finding the technical product knowledge you need
- Protecting the security of your users, information, and devices
- Defining, diagnosing, and solving problems, *step by step*
- Writing it up: from incident reports to documentation
- Working in teams to meet the goals of the business
- Using ITIL to improve the services you provide
- Calculating help desk costs, benefits, value, and performance
- Taking control of your support career

Powerful features make it easier to learn about help desk careers!

- Clear introductions describe the big ideas and show how they fit with what you've already learned
- Specific chapter objectives tell you exactly what you need to learn
- Key Terms lists help you identify important terms and a complete Glossary helps you understand them
- Author's Notes and On The Side features help you go deeper into the topic if you want to
- Chapter Review tools and activities help you make sure you've learned the material

Exclusive Mind Mapping activities!

- Organize important ideas visually—in *your mind*, in *your words*
- Learn more, remember more
- Understand how different ideas fit together

### **Effective Help Desk Specialist Skills By Darril Gibson Bibliography**

- Sales Rank: #1070984 in Books
- Published on: 2014-11-16
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x .80" w x 8.20" l, .0 pounds
- Binding: Hardcover
- 456 pages

 [Download Effective Help Desk Specialist Skills ...pdf](#)

 [Read Online Effective Help Desk Specialist Skills ...pdf](#)

### Editorial Review

About the Author

**Darril Gibson** is the CEO of YCDA, LLC (short for You Can Do Anything). He regularly writes and consults on a wide variety of technical and security topics and holds several certifications including MCSE, MCDBA, MCSA, MCITP, ITIL v3, Security+, and CISSP. He has authored or coauthored more than 30 books including the best-selling *Security+: Get Certified, Get Ahead* series. Darril regularly blogs at <http://blogs.getcertifiedgetahead.com/>.

### Users Review

**From reader reviews:**

**Thomas Melendez:**

Have you spare time for just a day? What do you do when you have considerably more or little spare time? Sure, you can choose the suitable activity regarding spend your time. Any person spent all their spare time to take a wander, shopping, or went to typically the Mall. How about open or even read a book called Effective Help Desk Specialist Skills? Maybe it is being best activity for you. You recognize beside you can spend your time along with your favorite's book, you can smarter than before. Do you agree with its opinion or you have different opinion?

**Phillip Permenter:**

The book Effective Help Desk Specialist Skills make you feel enjoy for your spare time. You can use to make your capable considerably more increase. Book can for being your best friend when you getting pressure or having big problem using your subject. If you can make looking at a book Effective Help Desk Specialist Skills to be your habit, you can get a lot more advantages, like add your capable, increase your knowledge about several or all subjects. You may know everything if you like wide open and read a guide Effective Help Desk Specialist Skills. Kinds of book are several. It means that, science e-book or encyclopedia or other individuals. So , how do you think about this e-book?

**William Todaro:**

In this 21st hundred years, people become competitive in each and every way. By being competitive at this point, people have do something to make these survives, being in the middle of the crowded place and notice by surrounding. One thing that at times many people have underestimated the item for a while is reading. Yeah, by reading a book your ability to survive enhance then having chance to stand up than other is high. For who want to start reading some sort of book, we give you this particular Effective Help Desk Specialist Skills book as beginner and daily reading book. Why, because this book is usually more than just a book.

**Hermelinda Anthony:**

The reserve untitled Effective Help Desk Specialist Skills is the guide that recommended to you to read. You can see the quality of the reserve content that will be shown to you actually. The language that creator use to explained their ideas are easily to understand. The article writer was did a lot of research when write the book, to ensure the information that they share for your requirements is absolutely accurate. You also will get the e-book of Effective Help Desk Specialist Skills from the publisher to make you more enjoy free time.

**Download and Read Online Effective Help Desk Specialist Skills By  
Darril Gibson #3M2Q4N7CFUV**

## **Read Effective Help Desk Specialist Skills By Darril Gibson for online ebook**

Effective Help Desk Specialist Skills By Darril Gibson Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Effective Help Desk Specialist Skills By Darril Gibson books to read online.

### **Online Effective Help Desk Specialist Skills By Darril Gibson ebook PDF download**

**Effective Help Desk Specialist Skills By Darril Gibson Doc**

**Effective Help Desk Specialist Skills By Darril Gibson Mobipocket**

**Effective Help Desk Specialist Skills By Darril Gibson EPub**

**3M2Q4N7CFUV: Effective Help Desk Specialist Skills By Darril Gibson**