IT Help Desk Specialist

This program prepares you for a jobs as: IT Help Desk Specialist and Customer Service Representatives, including office and call center environments.

Average nationwide yearly salary range: $28K to $45K*

Percent of job growth between 2010 and 2020: 25-32%*

Industry certifications you will earn in this program: Career Readiness Certificate Plus (NCRC+), IT Help Desk Specialist

Industry certifications you will be prepared to earn: ComTIA's Strata Certification

While earning the **IT Help Desk Specialist Certification,** you will:

- Take a strong first step in a rewarding, in-demand career, and beter understand emerginging trends in a Information Technology environment

- How to troubleshoot and give answers to common siuations in a workplace setting

- Learn the basics of how to interact with internal and external customers in a call cener environment

Who: This program is open to anyone wanting to start or advance their career in Information Technology. Your academic and digital literacy skills will be assessed as part of the enrollment process.

Where: The program is based at the Pioneer community college campus, 2700 E 18th St. KCMO 64126

When: This grant-supported certificate program begins several times a year. For additional Information, please contact MOHealhWINs at 816.604.5025

*U.S. Department of Labor - www.onetonline.org

**Cost based on in-district tuition rate

For more information contact MOHealthWINs at 816.604.5025 or mhw@mcckc.edu

Blue River
Business & Technology
Longview
Maple Woods
Penn Valley

Metropolitan Community College

MCC

MO HEALTH WINS.org

IT Help Desk Specialist

Module One: Basic Understanding of Computer Hardward
- Overview of primary system components
- Learn how hardware interacts together
- Knowledge of computer function and usage

Module Two: Installation of Software, Managing Computer System
- Overview of Adobe, Flashplayer,etc.
- File System, Install and Uninstall programs
- Working in Windows, navigating
- Security of OS

Module Three: Trouble Shooting and Research Skills
- Critical Thinking and Problem Solving
- Proper search for solutions
- Search Engine navigation and keywords

Module Four: Call Center, Phone Systems
- Hardware
- Keyboarding
- Communication basics
- Customer Service Etiquette

Module Five: Soft Skills
- Understanding and responding to customer needs
- Conflict Resolution
- Team work
- Employability Skills

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