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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

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