

Help Desk Training and Certification

Empower your essential people



How Properly Trained Help Desk Professionals Benefit Your Organization:

- *Quicker response time to solve technology issues*
- *Stay continuously operable*
- *Keep employees productive and functioning through technical challenges*

The Help Desk is an essential part of any organization and its importance grows as companies place more reliance on technological processes and their professionals face a more complex environment. To support this environment, organizations need highly qualified and motivated resources and state-of-the-art service level management systems to be an integral role in seeking a competitive advantage.

With Properly Trained Help Desk Professionals, Your Organization will Benefit from:

- Increased customer satisfaction by quicker responses to issues
- Reduced costs of doing business by reduced downtime and staying continuously operable
- Increased productivity by keeping employees functioning through technical challenges

New Horizons Help Desk Training and Certification Offerings:



Customer Support Specialist (CSS) is designed for individuals with little or no previous experience in a support/help desk environment. This certification course provides help desk and support center professionals with the essential skills needed to deliver top-tier levels of customer service.



Help Desk Analyst (HDA) is designed for IT help desk professionals with a minimum of 18 months professional experience. This certification course builds upon the proficiency required of a Customer Support Specialist by providing more problem solving knowledge, more knowledge of support processes, and a greater understanding of technologies used in support operations. The Help Desk Analyst will begin to understand the difference between a support organization that merely functions as a business unit and those that make a difference to the organization at a higher level.



Help Desk Manager (HDM) is designed for supervisors, managers and executives with three to seven years of experience in the service and support industry. Those who lead support organizations must have additional experience including an understanding of cost per call, staff scheduling, leadership and motivational skills, and the ability to understand a wide array of technologies for possible implementation.

New Horizons Integrated Learning® Combines Multiple Learning Methods for More Effective Results

New Horizons will bring immediate value to your organization through our Integrated Learning approach, which encompasses more than just "taking a class." It's a complete method of training, reinforcing, supporting and validating learning through flexible delivery options including Classroom Learning, Online LIVE Learning, Online ANYTIME Learning, and Mentored Learning.

Our learning solution has the ability to assess the skills of individuals before and after class and provides post-class resources to increase knowledge retention, thereby offering a better return on your investment of time and money. Students have access to electronic courseware and Online ANYTIME tutorials, vLabs featuring hands-on experience with real equipment, practice exams, our online interactive technical reference library and more. And, don't forget, courses may be retaken for up to six months from the original class date, absolutely free.

Learn from the Leader

With over 20 years experience, more than 250 training centers in over 50 countries and over 2,200 instructors, New Horizons is the world leader in computer training.

Empower Your People Today

To register for courses or for more information, talk with your Account Executive or visit us online at www.newhorizons.com.