

EET-1081: COMPUTER USER SUPPORT

Cuyahoga Community College

Viewing: EET-1081 : Computer User Support

Board of Trustees:

2010-06-24

Academic Term:

Fall 2020

Subject Code

EET - Electrical/Electronic Engineer

Course Number:

1081

Title:

Computer User Support

Catalog Description:

Overview of techniques and skills necessary for career opportunities in computer user support fields, with particular emphasis on process of microcomputer service and repair. Coverage of both interpersonal and technical abilities necessary for success in this industry. Problem-solving strategies for common user support issues, customer service skills, help desk operation, documentation requirements and information resources for user support.

Credit Hour(s):

1

Lecture Hour(s):

1

Requisites

Prerequisite and Corequisite

Recommend IT-1010 Introduction to Microcomputer Applications or proficiency in Windows and MSOffice.

Outcomes

Course Outcome(s):

Utilize customer service skills and problem-solving strategies for common user support issues when working as a computer user support/help desk professional.

Objective(s):

- a. List the major techniques and skills utilized in the computer user support fields.
- b. Describe the major types of problems encountered by computer users.
- c. Explain basic troubleshooting procedures and the cognitive skills required for successful user support troubleshooting.
- d. Explain basic troubleshooting procedures and the cognitive skills required for successful user support troubleshooting.
- e. List the information resources available for user support issues and continued education within the field.
- f. Utilize effective search strategies to locate information resources for user support and continued education.

Course Outcome(s):

Apply knowledge of the user support profession when seeking employment in this industry.

Objective(s):

- a. Examine current trends in the demand for user support personnel and the knowledge, skills and abilities required to fill those positions.
- b. Analyze job descriptions for various computer user support personnel positions.

- c. Recognize various incident management software tools and documentation utilized in help desk and computer repair service settings.
 - d. Identify the organizational design, workflow process, and procedures of help desk and computer repair operations.
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Methods of Evaluation:

The student will demonstrate the extent of his/her learning by one or more of the following methods of evaluation:

- a. Participation and discussion
- b. Reports (oral and/or written)
- c. Homework assignments
- d. Comprehensive projects
- e. Written, objective quizzes and examinations
- f. Other methods deemed appropriate by the department

Course Content Outline:

- a. Basic introduction to computer service and user support
 - i. Historical perspective of developments in computer use in business
 - ii. Growing need for computer service and user support specialists
 - iii. Development of service and support services in businesses
- b. Common problems and services required by computer users
 - i. Hardware repair and troubleshooting
 - ii. Hardware and software upgrades
 - iii. Hardware and software maintenance procedures
 - iv. End user system software support
 - v. End user application software support
 - vi. Network issues and support
 - vii. Computer virus protection and removal procedures
 - viii. Data backup, protection and recovery services
- c. Organization of computer service and support departments
 - i. In-house versus outsourced services
 - ii. Informal versus formal sources of support
 - iii. Computer hardware service and repair operations
 - iv. Help desk support centers
 - v. Services provided by support personnel
 - vi. Position descriptions and requirements for service and support staff
- d. Documentation requirements and methodologies
 - i. Types of user and office documentation
 - ii. Importance of good record keeping
 - iii. Organization of technical documentation
 - iv. Computer repair incident tracking forms and logs
 - v. Help desk call reports and follow ups
 - vi. Software used in service recording and reporting
 - vii. Support and training materials for end users
- e. Basic troubleshooting skills and procedures
 - i. Fundamental rules for hardware troubleshooting
 - ii. Systematic approach to problem identification
 - iii. Problem isolation
 - iv. Development of course of action
- f. Interacting with the computer user customer
 - i. Importance of listening and communication skills
 - ii. Verbal and nonverbal communication
 - iii. Questions to ask in determination of problem
 - iv. Professionalism, manners and diplomacy
 - v. Confidentiality issues
 - vi. Dealing with difficult customers
 - vii. Presentation of action plan and alternatives

- viii. Educating the user
 - ix. Importance of customer service and user satisfaction
- g. Information resources for the support professional
 - i. Internet websites, newsgroups, listservs, chat rooms
 - ii. On-line/interactive help systems
 - iii. CD-ROM databases
 - iv. Professional journals and print publications
 - v. Technical documentation
 - vi. Vendor information and white papers
 - vii. Effective search strategies and techniques
 - viii. Professional organizations and personal networking
 - ix. Importance and availability of continuing education

Resources

Beisse, Fred. *A Guide to Computer User Support for Help Desk Support Specialists*. 4th ed. Boston: Course Technology, 2010.

Knapp, Donna. *A Guide to Customer Service Skills for the Help Desk Professional*. 2nd ed. Boston: Course Technology, 2005.

Lucas, Robert W. *Customer Service: Skills and Concepts for Success*. 3rd ed. Columbus, OH: Glencoe/McGraw-Hill, 2005.

Andrews, Donna. *A+ Guide to Managing and Maintaining Your PC*. 7th ed. Boston, MA: Course Technology, 2010.

Resources Other

- a. CompTIA web site: www.comptia.org.
- b. Ohio Information Technology Competency Profile, itWORKS. OHIO Web Site: www.itworks-ohio.org (<http://www.itworks-ohio.org>), itWorks.Ohio Career Field Technical Content Standards 2005-06, Unit 4, Computer User Support.

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