

HELP DESK

The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation. This event provides recognition for PBL members who demonstrate an understanding of and ability to provide technical assistance to end users.

Eligibility

Chapters may submit individual who are members from active local chapters, on record in the national center as having paid membership dues by SBLC of the current school year.

Overview

This event consists of two (2) parts: an objective test and a performance component.

A one (1) hour objective test will be administered prior to SBLC based on the competencies listed. Participants are required to complete both parts of the event to be eligible to win an award.

A role-play situation will be given on customer service in the technical field.

Performance Guidelines

- The top ten (10) individuals with the highest score on the objective test will advance to the final round. The objective test score will be used to break a tie.
- Ten (10) minutes before the performance, each participant will receive the scenario.
- Two (2) 4" x 6" note cards will be provided for each participant and may be used during the preparation and performance of the scenario. Information may be written on both sides of the note cards. Note cards will be collected following the presentation.
- No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
- The participant has five (5) minutes to interact with a panel of judges and demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation and will refer to the case for specifics. This is a role-play event.
- A timekeeper will stand at four (4) minutes and again at five (5) minutes.

Objective Test Competencies

- introduction to help desk concepts
- help desk operations
- people component: help desk roles and responsibilities (customer service, difficult customers, stress, listening and communication skills)
- process component: help desk process and procedures – (training, user needs, analysis, and assessment)
- information component: help desk performance measures (troubleshooting, solving & preventing problems, types of software—call management, resolution, reporting tools, common problems)
- help desk setting
- customer support as a profession

Performance Competencies

- demonstrate good verbal communication skills
- answer questions effectively
- demonstrate ability to make a businesslike presentation
- translate case into effective, efficient, and spontaneous action
- provide ways for client to solve their problem

REFERENCE: Help Desk—Performance RATING SHEET-24