

Help Desk Analyst: Tier 1 Support Specialist Certificate



Professional and
Continuing Education

The Help Desk Analyst: Tier 1 Support Specialist Online Certificate Program uniquely prepares you to work as a support specialist by focusing on the business needs of the customer, establishing credibility and trust, and handling the most difficult customer scenarios. You'll learn about problem solving and troubleshooting, team dynamics and interpersonal communication skills.

Who Should Attend

Support professionals seeking greater understanding of their job and better performance in doing their job, or those interested in being a part of the computer industry.

Skill Sets

- Improve support-center productivity
- Provide exceptional customer support
- Handle difficult customer situations
- Implement best practices for problem solving
- Exhibit assertive confidence while reducing job stress

Requirements

Must have access to a computer, Internet (high-speed Internet access is recommended) and an active e-mail account. Windows Media Player and Adobe Acrobat Reader are also required for this program.

Certificate Completion

Upon successful completion of the program, you will be awarded a certificate of completion from California State University, San Bernardino – College of Extended Learning.



Training Time

120 hours , 6 months

Delivery Format

- The entire program is offered online
- Start anytime during the quarter
- Complete it from the convenience of your home and on your schedule
- Progress at the pace that matches your learning style

**For more information, contact the
PACE Program staff at (909) 537-5976,
or email pace@csusb.edu.**

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