

Tips For Help Desk Trainers



Always remember: You're to present yourself as a technical professional at all times.

Much of the success of a new software

rollout will depend on the performance of the classroom, tutorial, and help desk trainers. All are equally important, and each has a critical role to play.

Staff should attend classroom and/or tutorial seminars prior to receiving new software. Still, classroom training can't possibly address all technical issues that will crop up during a major rollout, such as a new operating system or office productivity suite.

It's following the training that the help desk trainers will have their opportunity to show there stuff.

If you're ever offered a position on the help desk, jump on it. It's a challenging, frustrating, delightful way to really get to know how software is used in the real world. It's also a great way to make a lot of new, very grateful, friends.

1. Everyone's a customer

Everyone who calls you for technical help is your customer. Without them, you wouldn't have a job.

2. Be courteous

You are representing your entire company (and especially your IT training department) when you speak with your customers. Politeness counts: always. Treat every caller with politeness, even if they don't return the courtesy.

Help desk trainers are critical to the success of a major software rollout.

3. Be clear & accurate

Avoid jargon. Your customer doesn't have as much technical experience as you do. Don't assume your caller knows what you'll be asking her to do, so remember to clearly describe each step she'll have to follow.

Also, ask the caller to only type, press, and click when you say so. An errant OK click or [Enter] can make your job tougher than it has to be.

4. Use analogies

Whenever possible, use everyday analogies. These will help your customer feel confident and put the technical issue in perspective.

5. Be familiar with the training curricula

Know what is taught in class. That way you'll know what the customers have practiced. Help them apply what they learned in class to their specific work projects.

Also, recommend modifications to the training curricula when a pattern of questions appears that were not addressed during the training seminars.

6. Be sympathetic

Your customer is probably frustrated. She's probably feeling rushed by deadlines, and thinking about how much productivity she's losing not knowing how to best use her computer.

Additional frustration can come from her thinking about how she'll have to justify this tech support phone call on her time & effort report.

Jump at the chance to work on the help desk. It's a great way to make new, very grateful friends.

Listen openly, without judgment, to your customer's description of the problem. Even if you've heard the description a hundred times before, this is your customer's first time.

7. Be professional

Acknowledge your customer's frustration, but strike a balance; don't get emotionally involved yourself.

If your customer continues to wander off the direct path and describe his feelings, ask gentle, leading questions that are as specific as possible to help bring the conversation back to troubleshooting the problem.

8. Keep notes

Create a knowledgebase database. Track every call, the symptoms, cause, and solution. You'll start to see patterns in the way software behaves, and you'll soon be able to apply those intuitive patterns to solving new problems.

9. Train your peers

Train your coworkers. When you learn a new or quicker solution to a problem, tell the other techs about it. If you share, they'll share. Then you'll all be better for having done so.

Assign "department buddies" who are trained on the policies and procedures of the specific installation and function as the help desk auxiliary.

And above all, pass on what you learn to the seminar trainers. The more they help the staff learn, the fewer calls you'll receive (but the fewer friends you'll get to meet).



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