



Help Desk Analyst: Tier 1 Support Specialist

Our Program

If you're interested in being part of the computer industry, working in customer support is a great place to start. The Help Desk Analyst: Tier 1 Support Specialist Online training program will give you the skills to work in this exciting field.

The computer support industry is one of the fastest-growing fields, and there is every indication that this growth will continue. This 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. You'll also get a broad overview of the back-office operations of a support center, and the common industry tools and technologies used in providing exceptional customer support.

Labor Stats

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Median Income:

\$50,380

which is higher than the national average
across all occupations

