

HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
1.1.1	Identify the characteristics of an effective leader.
1.1.2	Exhibit personal accountability.
1.2.1	Describe ethical behavior in the support center.
1.6.1	Identify ways that the desktop support technician can deliver consistent, quality customer service.
1.6.3	Describe the role of desktop support in the organization.
1.6.4	Explain the value of desktop support to the organization.
2.1.1	Identify ways to promote the image of the support center.
2.2.1	Define policy.
2.2.2	List the importance of adhering to organizational policies.
2.2.3	List the purpose of organizational policies.
2.3.1	List the responsibilities of the support center in meeting the needs of its customers.
2.3.2	Identify major phases in the evolution of support center services.
2.3.3	List the phases in the evolution of desktop support services.
3.1.1	Explain the objectives of teamwork.
3.1.3	Define responsibilities of members in a team environment.
3.1.4	List the benefits of teamwork.
3.1.5	Identify characteristics of successful teams.
5.18.1	List strategies for establishing effective relationships with customers.
5.25.3	Identify the characteristics of providing consistent service.