IT-ITES

ENGINEER TECHNICAL SUPPORT LEVEL - 1

(Facilitator's Guide)

REFERENCE ID: SSC/Q0101

Introduction to the Facilitator Guide

1. Preface and Purpose of the Guide

This guide is designed to help you (the facilitator) to plan and conduct the course.

2. What will I find in the guide?

This facilitator's guide is a comprehensive package that contains:

- Presentation scripts and key points to cover
- Key points at a glance
- Facilitation tips
- Sampling of potential questions
- Checklist of necessary materials and equipment

3. Program Preparation

Programs require a significant amount of preparation. It is crucial that program facilitators familiarize themselves with the material they designed or are expected to deliver and have adequate time to adapt the content to the specific audience.

4. The Role of the Facilitator

Who is a facilitator?

A facilitator is someone who is present to assist a group reach its objectives; the group, not the facilitator, may determine the objectives.

The facilitator's role:

When adopting the role of a facilitator, the facilitator needs to:

- Ensure the mere verbose do not take over and encourage contributions, particularly from those who may be less confident
- Devise non-aggressive, friendly ways to deal with difficult participants
- Control conflict by stepping in if necessary to help participants learn to deal with conflict positively
- From time to time get the participants to summarize what has been discussed
- Assist 'weaker' participants by rephrasing their arguments for them so that these do not get lost just because they are not forcefully put across
- Provide feedback to the group as a whole as to its performance
- Provide the information and resources for the group to function effectively

Session Preparation:

A. Questions

What

- What is the subject I have been asked to present on/lead/arrange

Why

- Why have they asked me to do it?
- What is the purpose of the session or the training course?
- To communicate information and knowledge.
- To make a proposition.
- To test existing knowledge.
- To practice skills.
- To inspire and motivate.
- The first thing to get clear in your mind is the objectives of the entire course or one session.

When

- What time of day will my session(s) take place? After lunch is known as the graveyard slot; you should therefore consider making it more active than, say, a morning session.
- How long have I got?

How

- How am I going to present my subject?
- Straight talk
- Talk with overheads
- Talk with PowerPoint presentation
- Talk with video
- Give the participants a period in which to discuss aspects of the subject, e.g. by using a case study.
- Combination of any of these.
- Am I going to allow questions during the session?
- Always leave time at the end for questions and discussion.

Where

- Where is the presentation due to take place?
- How do the windows open/air conditioning work? If using PowerPoint or video, how do we darken the room?
- What equipment have they got, e.g. video, computer, projector, overhead projector, etc.?
- Decide on seating arrangements
- Are there likely to be any distractions, e.g. loud air-conditioning; things happening outside the window, etc.
- Can I be heard at the back of the room?

Who

- Who are they? How senior/junior are they?
- How many will be present?
- What is the extent of their existing knowledge of the subject I am going to present?
- What will be of interest to them?
- What will their attitudes, preconceptions or expectations?

- Is there a gender balance within the group?
- Could you foresee or expect any kind of dynamics or potential resistant due to group composition?
- What can you glean overall from the participants list and profile without making too many assumptions?

Icons Used In This Guide

Icon	Description/guidelines
	Trainer Led Discussion
	Show a slide < Used to denote the slide to be shown>. Even better paste the image of the slide being discussed.
	Show a video <mention video/clip name>
	Evaluate – administer assessment <mention name and guidelines for assessment>
	Narrate/Share a story or valid examples
	Share insights or ask participants to share insights about current topic
	Distribute Hand-outs

	Transition from one subject/topic/objective/story, etc to another (also could indicate flow)
	Derive objective/key point
	Materials required
	Ask following Questions
	Group Discussion <mention guidelines (number in each group, whether team leader is required in each group, etc.) and duration>
	Play music < mention file names and duration>
	Capture on flipchart and put up in the class to be reference at a later point during the class or to summarize the learning of the session
	Summarize the session/day
	Activity – describe activity
	Debrief to bring out relevant learning

ENGINEER TECHNICAL SUPPORT LEVEL – 1

Program Overview

Introduction to the Course:

This program is aimed at training candidates for the job of an "Engineer Technical Support", in the "IT" Sector/Industry and aims at building the following key competencies amongst the learner.

Participants will be able to learn about various Roles and Responsibilities of an Engineer Technical Support and will be able to demonstrate these skills successfully in an IT work environment.

The key responsibilities of the Engineer Technical Support are to provide user support, managing Customer Service Desk application, responding to all incoming service requests and customer service; quickly diagnose technical issues and arrange solutions during normal operational business hours. He/she should be responsible for the smooth running of computer systems and ensuring users get maximum benefits from them.

This job requires the individual to work in collaboration with various departments of an organization and deliver the best of services to the users.

Terminal Objectives:

- Demonstrate the knowledge of modern computers and their parts and peripherals
- Communicate effectively at workplace
- Describe the use of various operating systems and software
- Demonstrate the knowledge of health, safety and security issues and follow best practices
- Demonstrate the knowledge of helpdesk system fundamentals
- Demonstrate the knowledge of fundamentals of network operating systems

Duration: 1 Hour

"Unit 1: Introduction to IT-ITES Industry"

The Session in Perspective

Unit 1: Introduction to IT-ITES Industry

Module Learning Goals

This module covers the overview of IT industry.

Enabling objectives:

Upon completion of this module, the participant will be able to:
- Understand IT-ITES Industry
- Objectives of the Course
- Meaning of IT Helpdesk
- Roles & Responsibilities of Engineer Technical Support
- Required Skills to become an Engineer Technical Support

Methodology

Trainer Led Discussion, Skill Practice, Individual Reflection, Assessment

Instructions to the Trainees:

The students should participate while the trainer discusses about each topic to make the class more interesting.

Equipment /Tools Required:

Computer, Projector, White Board, Participants Manual, Markers, Flipcharts, Notes, Handout & PPT

Duration: **2 Hours**

Introduction to IT-ITES Services   10 Minutes

Information Technology (IT) and Information Technology-enabled Services (ITeS) are one of the most significant growth stimulator of the Indian economy. IT industry has not only influenced the employment prospects of the people but also affected the social lives of the people by connecting them through network and social websites.

The major segments of the Industry are IT Services, Business Process Outsourcing (BPO), engineering services, research and development and products. IT Products being manufactured in India include personal computers, servers, workstations, supercomputers, data processing equipment, printers, digitizers, etc. Much of the IT related activities are centered on services in Banking, Financial Services, Insurance, Telecommunication, Manufacturing, and Retail.

Indian IT Industry has been contributing substantially to India's Gross Domestic Product, exports and employment. The sector is responsible for enabling employment to an additional 8.9 million people in various associated sectors, such as security, transportation, housekeeping, catering, etc. It has grown tremendously over the last 15 years. The industry employs around 2.2 million people.

Internet has made revolutionary changes with possibilities of online booking of tickets rail or air, filing Income Tax returns, online application for passports, online banking, etc. With an internet user-base of over 125 million, which is likely to grow to about half-a-billion over the next few years, and also an established base of 950 million mobile users, India will be a key player in the cyber-world.

With biometric technology fast maturing and becoming increasingly sophisticated, biometric solutions are starting to make serious inroads as a high-tech identity management and verification tool within the society. Such momentum has introduced the new possible markets for biometric data operator which has the largest impact on future societies. Future scope of the biometric systems in customer's identification and authentication is seen in access and attendance control, travel control, financial and other transactions requiring authorization, remote voting (authorization) and use in automatic working devices.

Objectives of the Course   10 Minutes

Upon completion of this course, you will be able to:

- Demonstrate the knowledge of modern computers and their parts and peripherals
- Communicate effectively at workplace
- Describe the use of various operating systems and software
- Demonstrate the knowledge of health, safety and security issues and follow best practices
- Demonstrate the knowledge of helpdesk system fundamentals
- Demonstrate the knowledge of fundamentals of network operating systems

IT Helpdesk   10 Minutes

IT Helpdesk is a service providing information and support to computer users, especially within a company.

In a business enterprise, a help desk is a place that a user of information technology can call to get help with a problem. In many companies, a help desk is simply one person with a phone number and a more or less organized idea of how to handle the problems that come in.

In larger companies, a help desk may consist of a group of experts using software to help track the status of problems and other special software to help analyze problems (for example, the status of a company's telecommunications network).

Typically, the term IT Helpdesk is used for centralized help to users within an enterprise. A related term is call center, a place that customers call to place orders, track shipments, get help with products, and so forth.

The World Wide Web offers the possibility of a new, relatively inexpensive, and effectively standard user interface to help desks (as well as to call centers) and appears to be encouraging more automation in help desk service.

Some common names for a helpdesk include: Computer Support Center, IT Response Center, Customer Support Center, IT Solutions Center, Resource Center, Information Center, and Technical Support Center.

Engineer Technical Support   10 Minutes

Engineer Technical Support in IT-ITeS Industry is also known as Helpdesk Executive, Service Desk Executive, Technology Support Executive, IT Support Executive, and Helpdesk Coordinator.

An Engineer Technical Support is the initial point of contact for internal company customers seeking assistance and support with the company's intranet, desktop devices, and other business applications that are maintained by the support team.

Primary responsibility of individuals at this job is to provide user support, managing Customer Service Desk application, responding to all incoming service requests and customer service; quickly diagnose technical issues and arrange solutions during normal operational business hours. He/she should be responsible for the smooth running of computer systems and ensuring users get maximum benefits from them.

Roles & Responsibilities of Engineer Technical Support

10 Minutes

The tasks of a Helpdesk Attendant vary depending on the size and structure of the organization and may include:

- Installing and configuring computer hardware operating systems and applications;
- Monitoring and maintaining computer systems and networks;
- Dealing with staff/clients either face to face or over the telephone to help set up systems or resolve issues;
- Troubleshooting network problems and diagnosing and solving hardware/software faults of Engineer Technical Support.

Knowledge & Skills for Working at an IT Help Desk   40 Minutes

The job of Engineer Technical Support requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about IT initiatives. He/she should be highly motivated and energetic to timely respond to all issues, updates internal customers on status, solicits additional information, and troubleshoots issues. Engineer Technical Support can explore job opportunities in IT multi-national companies, private IT organizations, IT call centers, IT software or equipment suppliers, IT maintenance companies, etc.

Here are some of the most commonly sought-after skills for a IT Help Desk Attendant

The Necessary Skills

If you're an IT worker, these skills are the basics that IT help desks look for:

1. **Troubleshooting PC problems in real life**

Can you diagnose malware incidents quickly? Are you the person your neighbours/roommates/family call when they can't get the printer to work?

2. **You know when it's time to do an OS reload**

Knowing when to cut your losses is both an art and a science.

3. **You have good research capabilities on Google and other search engines**

When your grasp of terminology helps you do great research for figuring out unusual problems, your value to an IT help desk increases.

4. **You have your A+, Microsoft-certified desktop support technician, and Network+ certifications**

Help desk workers generally have an associate's or bachelor's degree, certifications, or diplomas in information technology and a handful of basic certifications.

5. **You understand the importance of good customer service skills.**

After all, it isn't just about technology. It's about helping people do their jobs.

Great Bonus Qualifications

Additional competence required to become a helpdesk professional are as follows:

1. **Excellent writing skills.**

If you write clearly and grammatically and can express technical problems and solutions that the average end user can understand, then you will be a big asset to an IT help desk, particularly if it uses help desk software that builds a knowledge base from resolved tickets.

2. **Great phone skills.**

Your phone interview is extremely important, not just for discussing qualifications, but also because your potential employer can gauge your phone skills. If you make it clear that you're listening, don't interrupt, and answer in a friendly and thoughtful manner, you're gold.

3. **Good mechanical skills.**

If you have skills making mechanical and electrical things work, this can be a big plus to an IT help desk.

Skills That Say, "Hire This Person Immediately."

There are few more skills that should prompt a smart IT recruiter to hire you:

1. **Direct experience with (or certifications from) software and hardware vendors**

If these match up with the vendors the employer uses, you have a huge advantage over applicants without this experience.

2. **Freelance developer experience**

If you have freelance developer experience, not only do you have the technical skills necessary for IT help desk work, you also have the initiative and discipline to get things done without being micromanaged.

3. **Programming language certifications.**

If you have experience or certifications, you probably have the strong attention to details plus the analytical skills that any company would like to have in a help desk worker.

Great IT help desk workers and great help desk software are two of the best investments a company can make. A consistently updated knowledge base with resolved service tickets and a self-service portal that allows motivated end users to solve their own minor IT problems, help desk

workers are free to tackle the more difficult IT issues that arise, allowing your business to run smoothly and prevent wasted time.

Importance of Developing your Knowledge, Skills & Competence

30 Minutes

More and more, job roles are requiring formal training qualifications either because of legislative requirements or to meet the requirements of specific employers. Developing your skills through further training provides significant benefits including:

1. **Increase Employment Opportunities**

Without doubt training provides increased employment opportunities. Today, even entry level roles in many industries require base level qualifications. By completing a training course, your employment opportunities become wider.

2. **Increased Career Development Opportunities**

Developing a career in a chosen field is something many of us aspire to. Experience alone, in many cases does not suffice when employers are seeking to promote their staff. By undertaking further training, the opportunity to develop your career is enhanced.

3. **Personal growth**

Training not only provides you with the skills in a particular area. By undertaking further training you build your networking, time management, and communication and negotiation skills.

4. **Increase your knowledge and understanding of your local industry**

Developing your local industry knowledge to supplement your growing skills is equally important.

Making the list of activities performed by an Engineer Technical Support

☞ **Instructions for the facilitator**

- Ask the students to take part in this activity
- Ask the students to make a list of the tasks an Engineer Technical Support does
- Check their lists to understand whether they have gained adequate understanding of the roles and responsibilities of Engineer Technical Support

Make a list of the benefits you would get after gaining knowledge from this unit.

☞ **Instructions for the facilitator**

- Distribute handouts to the students
- Ask the students to make a list of the benefits they think they would get after acquiring knowledge from this unit.
- Check their answers to assess their understanding of this unit.

Materials required: Handouts

Discuss in class - What is the learning from this module/unit?

Summarize the Lesson

Ask Questions/Solve the Exercise