



In a Perfect World, a Survival Guide for the Help Desk Technician

By D Russell Steffy

Createspace, United States, 2011. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book ***** Print on Demand *****.It didn't take long on my first job as a Help Desk Technician to realize why a lot of folks don't want to pursue this career path. This type of work isn't for everyone. Let's face it, nobody wants to constantly deal with unhappy users, and where bug, fix and workaround are the three most used terms on a daily basis. But it doesn't have to be that way. Yes it's hard work to change that all-to-common scenario, but the payoffs can be tremendous. My career has spanned across many organizations and over twenty five years where I've had to completely restructure the concept of the Help Desk. In every case, customer satisfaction increased at least several fold, call volume was reduced by as much as seventy percent, and the moral boost virtually immeasurable. All of a sudden, Help Desk Techs were asked for by name, holiday cards were received in the mail, and even unsolicited testimonials were received by executive management complimenting the excellent support and service. Here is my...



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