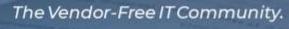# HELP DESK

These NOREX Member-contributed documents include RFP, onboarding & offboarding, ticketing & tracking, incident management, guides & resources, scorecards & reports, service catalog, ITIL / ITSM, job descriptions, discussions, and polls. | TK006

Discussions & Polls

FOOD & BEVERAGE MANUFACTURING: IT SECURITY TRANSCRIPT. NOREX Members discussed recommended IT Security initiatives, cybersecurity insurance and renewals, segregation of the IT network, communication to the outside world from the OT network, solutions used for 2FA on VPN connections, Artic Wolf, Red Canary, and documented recovery and response plans. 15 Pages (NV2386)

POST-COVID HYBRID WORK STRATEGIES TRANSCRIPT. NOREX Members discussed how best to manage a hybrid work environment, provisions for home offices, hardware support and budget, internet connectivity issues, cash allowances and potential legal concerns, achieving equity amongst in-office and at-home staff, best tools for building out conference rooms, and security. 30 Pages (NV2385)

POWER BI TRANSCRIPT. NOREX Members discussed getting started with Power BI, experiences with building and executing, visualization services, mining capabilities, dashboard viewing, licensing agreements, backup and recovery strategies, deliverables, and alternative products. 15 Pages (NV2383)

RANSOMWARE TRANSCRIPT. NOREX Members discussed Ransomware attacks and what to do once infected, restoring LAN shares and rebuilding workstations, warnings against paying ransom, counter measures and mitigation, backups and patching, cybercriminal activity detection, MDR vs. MSSP, endpoint protection, and the use of an MDM application. 30 Pages (NV2381)

IT ASSET MANAGEMENT TRANSCRIPT. NOREX Members discussed tracking assets and industry standard metrics, foundation pieces needed before ITAM is useful, assets tracked, software being used for asset management, IT asset management tools, and Block 64. 25 Pages (NV2380)

CONSTRUCTION INDUSTRY: IT PROJECT MANAGEMENT TRANSCRIPT. NOREX Members discussed how best to elevate the presence of IT project management in the Construction Industry, community of practice standardization, master service integrators, Construction Management software, credential harvesting, and security. 14 Pages (NV2375)

SECURITY FRAMEWORKS TRANSCRIPT. NOREX Members discussed the hierarchy of security frameworks; most commonly used frameworks; categorization of control, platform, and risk frameworks; and active threat hunting. 14 Pages (NV2374)

HELP DESK / SERVICE DESK TRANSCRIPT. NOREX Members discussed the organization and approach to help desk / service desk and its structure, self-help options for end-users, outsourcing, and the collection of metrics. 19 Pages (NV2372)

GLOBAL IT ISSUES TRANSCRIPT. NOREX Members discussed the biggest issues they and their organizations are facing with a global footprint in today's business climate. The expectations with employees able to return to the office, IT talent recruiting and hiring internationally, standardization of processes, cybersecurity, procuring equipment globally, keyboard sourcing, and in-country IT support were challenges shared by all Member participants. 17 Pages (NV2371)

MICROSOFT TEAMS BEST PRACTICES TRANSCRIPT. NOREX Members discussed the implementation of Microsoft Teams within an organization, Teams' members as part of the infrastructure or collaboration teams, the use of the exploratory license program, promoting adoption and usage of the platform, and VoIP integrations. 49 Pages (NV2369)

INCIDENT & PROBLEM MANAGEMENT TRANSCRIPT. Member organizations discuss both incident and problem management best practices, tools, lessons learned, and more during this April, 2021 WebForum. Chat comments and polls are included. 24 Pages (NV2364)

IT CHANGE MANAGEMENT TRANSCRIPT. NOREX members discuss IT Change Management processes including recommended tools, governance approaches and communication protocols during this April 2021 session. 25 Pages (NV2363)

TELECOM / VOIP / TEAMS PHONE SYSTEMS TRANSCRIPT. A great March, 2021 discussion on telecom trends. Strategies and experiences moving to Teams (and others) for voice; softphones comparison; VoIP enhancements; and more. This transcript includes several polls and a lively chat session. 32 Pages (NV2361)

SECURITY INITIATIVES FOR 2021 TRANSCRIPT. NOREX members share 2021 IT security plans including budgets, initiatives and tools during this January 2021 session. 34 Pages (NV2354)

CONFIGURATION MANAGEMENT TRANSCRIPT. From getting started, tools and training, and how to avoid CMDB project mistakes, member organizations discuss Configuration Management during this December 2020 WebForum. 19 Pages (NV2349)

PLANNING FOR 2021 TRANSCRIPT. NOREX members share their expectations for IT budgets, staffing levels, security initiatives, user support trends and other 2021 issues during this December 2020 session. 19 Pages (NV2351)

MANAGING AND MONITORING REMOTE TEAMS TRANSCRIPT. NOREX Members share policies, procedures and tools for managing and monitoring remote workers during this August 2020 WebForum. 20 Pages (NV2339)

CYBERSECURITY TRANSCRIPT. NOREX Members share cybersecurity best practices and tool recommendations during this July 2020 WebForum. 19 Pages (NV2331)

SERVICENOW TRANSCRIPT. NOREX Members currently using or evaluating ServiceNow discuss justification, ROI, implementation, SLA best practice, and specific functionality during this June 2020 session. 20 Pages (NV2327)

ASSET MANAGEMENT / PROCUREMENT FOLLOWING COVID-19 TRANSCRIPT. NOREX Members discuss ITAM strategies and tools in light of the COVID-19 Pandemic during this May 2020 WebForum. 20 Pages (NV2323)

HELP DESK / SERVICE DESK TRANSCRIPT. Recent moves of entire workforces home has put a great deal of pressure on the Help Desks/Service Desks within companies. During this WebForum, NOREX members discuss the challenges and successes of those moves and the move back, metrics and how they are evolving and tools and training that members are using to service their organizations. This transcript includes a large discussion around tools, help desk to employee ratios and a robust chat log conversation. 33 Pages (NV2318)

COVID-19 PANDEMIC: RESPONSE, LESSONS LEARNED, WHAT'S NEXT? TRANSCRIPT. Members discuss how
the organization has responded to the impact to the pandemic crisis. Lessons learned on supporting WFH from a technical, hardware, security and team engagement / collaboration, and what is next perspective are shared. Polls, links, and a lively chat section are included in this April, 2020 transcript. 28 Pages (NV2315)

EMPLOYEE ONBOARD / OFFBOARD IT ISSUES TRANSCRIPT. What is the corporate lead time to setup new accounts? Who is responsible for opening onboarding tickets; training; off boarding best practices and the solutions / tools to assist with automation are included in this discussion. Polls, a lively chat and BYOD / MDM best practices are included in this March 2020 transcript. 30 Pages (NV2309)

WINDOWS 7 TO 10 UPGRADE TRANSCRIPT. NOREX Members discuss experiences and recommendations for the move from Windows 7 to Windows 10 during this November 2019 WebForum. 14 Pages (NV2300)

INCIDENT MANAGEMENT TRANSCRIPT. NOREX Members dedicate this November 2019 session to the processes, tools, best practices and general experiences with incident management. 15 Pages (NV2299)

PATCH MANAGEMENT TRANSCRIPT. NOREX Members share their patching schedules for routine and critical system patching and discuss tools used for applying patches during this November 2019 WebForum. 15 Pages (NV2298)

HELP DESK / SERVICE DESK TRANSCRIPT. NOREX Members discuss Help Desk / Service Desk procedures and recommended tracking tools during this November 2019 WebForum. 14 Pages (NV2296)

IT ASSET MANAGEMENT (ITAM) TRANSCRIPT. NOREX members discuss IT asset management strategies, implementation and tools and during this October 2019 session. 21 Pages (NV2294)

DOCUMENT MANAGEMENT TRANSCRIPT. NOREX members share experiences selecting, implementing and managing Document Management systems during this September 2019 WebForum. 18 Pages (NV2286)

MULTI-FACTOR AUTHENTICATION AND SINGLE SIGN-ON TRANSCRIPT. NOREX members share recommendations for the adoption of MFA and SSO processes and tools during this August 2019 WebForum. 22 Pages (NV2285)

PRIVILEGED ACCESS MANAGEMENT TRANSCRIPT. NOREX members discuss the implementation and of Privileged Access Management procedures and tools during this July 2019 WebForum. 14 Pages (NV2278)

O365 NEW FEATURES / INITIATIVES TRANSCRIPT. Members share experiences with the implementation of various Microsoft Office 365 services and features including PowerBI, SharePoint, Skype for Business and Teams during this June 2019 WebForum. 32 Pages (NV2275)

NETWORK PERFORMANCE AND CAPACITY PLANNING TRANSCRIPT. Members discuss strategies for improving network performance with an emphasis on proprietary and open source monitoring tools during this April 2019 WebForum. 21 Pages (NV2265)

HELP DESK / SERVICE DESK TRANSCRIPT. NOREX members discuss IT Help Desk procedures and tools during this March 2019 WebForum. 21 Pages (NV2262)

SELECT: SERVICENOW TRANSCRIPT. NOREX Select Members from Fortune / Forbes 1000 organizations discussed achieving primary value drivers for a ServiceNow implementation, organization structure, implementation timelines, SAM Pro module, managing services in SNOW, ServiceNow enabling other IT capabilities and systems such as CMDB, and CAB workbench to run a CAB meeting. 18 Pages (NS213)

MEMBER VENDOR RATING: CUSTOMER RELATIONSHIP MANAGEMENT. This Customer Relationship Management Tools and Solutions poll resulted in 26 products being rated. One hundred and thirty members responded. 3 Pages (NR005)

MEMBER VENDOR RATINGS: HELP DESK. This Help Desk Tools and Solutions poll resulted in 56 products being rated. One hundred and thirty members responded. 8 Pages (NR001)

REAL-WORLD IT TRENDS. The IT professionals that make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. Real-World IT Trends is a collection of the NOREX Member input captured in the first quarter of 2021 from Virtual Roundtable and WebForum polls. 55 Pages (DT2021-1)

YOUR DATA: 2020 REAL-WORLD IT TRENDS. The IT professionals that make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. Real-World IT Trends is a collection of the NOREX Member input captured in the first half of 2020 from Virtual Roundtables and WebForum polls. 61 Pages (DT2020-1)

YOUR DATA: 2019 REAL WORLD IT TRENDS. The IT professionals that make up NOREX realize the benefits of no vendor bias when analyzing IT polls and trends. Your Data is a collection of the real world member input captured in the second half of 2019 WebForum polls. 36 Pages (DT2019-2)

YOUR DATA: 2019 REAL WORLD IT TRENDS. The IT professionals that make up NOREX realize the benefits of no vendor bias when analyzing IT polls and trends. Your Data is a collection of the real world member input captured in the first seven months of 2019 WebForum polls. 25 Pages (DT2019-1)

CIO: ROLE / JOB DESCRIPTION OF THE CIO TRANSCRIPT. Senior IT leaders discuss the evolution of the Chief Information Officer role during this October 2020 session. 17 Pages (CV076)

CIO: REMOTE WORKFORCE / WORK-FROM-HOME TRANSCRIPT. The benefits and concerns of supporting a remote workforce and a work-from-home program are a hot topic for IT executives. In December 2019, NOREX members discuss experiences, recommendations, policy, tools to support, and general consideration when offering employee remote workforce / WFH programs. 26 Pages (CV073)

CIO IT TRANSFORMATION TRANSCRIPT. This March 2019 session featured strategic-level discussion on starting the transformation process, gaining executive support, involving business units and developing roadmaps for cloud usage and mobile device management. 19 Pages (CV071)

Guides & Resources

MOVING YOUR DESKTOP COMPUTER. This document describes disconnection and reconnection of desktop computers, monitors, and their accessories. 8 Pages (20-1069)

IT SERVICE CALL PROTOCOL. During the COVID-19 crisis, a protocol was established for help desk support which includes virtual support, concierge service, house calls, and new employee onboarding. 1 Page (20-884)

ITSM ADOPTION PROJECT. Presented here is an IT Service Management project described from process planning to deployment and governance. 18 Pages (20-866)

NEW USER PROVISIONING DIAGRAM. This workflow diagram shows the process a new user would follow for service desk, training, and security. 1 Page (20-865)

EMERGENCY PATCHING STEPS. This document shows the out-of-band patching steps for deploying emergency patching via Symantec Client Management Suite (Altiris). 6 Pages (20-843)

CALL FLOW DOCUMENTATION. The following provides information on documenting a company's call flow. 6 Pages (20-316)

CALL FLOW Q&A. These questions can help gather information used in determining a company's main phone needs, as well as paging, auto-attended lines, call-forwarding, and after hours messages. 2 Pages (20-315)

TRACKIT TEMPLATE. An example of a TrackIt asset management worksheet. 1 Page (20-246)

HELP DESK GUIDE. The document begins with a review of Help Desk services, how to access them, and when they are available. The support process is then described. The section on Service Standards identifies the approach to prioritizing requests, the service standards IT strives to attain, and escalation procedures. 16 Pages (20-245)

HELP DESK QUICK REFERENCE GUIDE. This quick reference guide is prepared to highlight key processes and standards that the Help Desk follows to support the team. 3 Pages (20-244)

SERVICE PLAN TEMPLATE. A Service Plan is designed to transition the sustainment responsibility from the project team to those involved in ongoing operations. 11 Pages (20-236)

SITUATION MANUAL INSTRUCTIONS. Provided are instructions and tips for customizing each section of the Situation Manual (SitMan) Template. 7 Pages (20-233)

DESKTOP COMPUTING STANDARDS. Standard workstation equipment including monitors, keyboard, mice, printers, and software is listed for task-based and fixed function workers. 2 Pages (20-231)

END USER WELCOME KIT. This document guides a new team member in setting up various programs and getting connected with frequently-used resources such as the Help Desk. 2 Pages (20-171)

PHONE ETIQUETTE. Often a client's first contact with a business is by phone. The following guidelines will help to make the first impression a good one. 5 Pages (20-150)

SUPPORT DESK ESCALATION PROCEDURE. When issues being worked by the support desk teams fall outside of the scope of what a support desk can handle, an escalation is required. 4 Pages (20-148)

HELP DESK GUIDE. This guide serves to improve support by improving the prioritization of work and clarifying the process, roles and responsibilities. 16 Pages (10-1737)

CONTACT CENTER OVERVIEW. The use of a Cisco UCCE platform and a diagram of contact center technology are outlined in this document. 2 Pages (50-282)

Incident Management

SUPPORT DESK TRIAGE PROCEDURE. This document outlines a procedure to establish service expectations and informs employees of the method by which Support Desk requests will be prioritized and what resolution times can be expected when an incident is reported. 3 Pages (20-926)

INCIDENT RESPONSE PROCEDURE. This document outlines a policy for incident response capabilities that are used to monitor security incidents, determine the magnitude of the threat, and respond to these incidents. 4 Pages (20-922)

TABLETOP EXERCISE AFTER-ACTION REPORT. The following is an evaluation template of how a tabletop exercise provided insight into how effective the security incident response plan is in responding to a security incident. 5 Pages (20-900)

TABLETOP EXERCISE PARTICIPANT GUIDE. This is a guide for participants in a tabletop exercise conducted to evaluate response procedures, communication, and decisions. 5 Pages (20-899)

TABLETOP EXERCISE FACILITATOR GUIDE. To validate your company's security incident response plan, a tabletop exercise will be conducted to evaluate response procedures, decisions, and communication. 6 Pages (20-898)

TABLETOP EXERCISE INSTRUCTION. This instruction will help you design, develop, conduct, and evaluate a security incident response plan tabletop exercise. 7 Pages (20-897)

INCIDENT RESPONSE PLAN. This response plan describes actions that would be taken after a known or suspected information security incident affected its technology system(s) or data. 9 Pages (20-857)

INCIDENT MANAGEMENT HIGH LEVEL DESIGN. This document provides a high level or management view of the Incident Management (IM) Process within an IT department. 24 Pages (20-822)

INCIDENT MANAGEMENT PROCESS ASSESSMENT. The objectives of this exercise are to document good practice that is performed across all process stakeholders and to identify gaps for improvement. 4 Pages (20-821)

MAJOR INCIDENT POLICY. Processes and procedures related to a major incident are described in this policy. 4 Pages (20-820)

INCIDENT PRIORITY MODEL. This model helps designate the impact's degree of failure, urgency, priority, and cost. 6 Pages (20-819)

FOOTPRINTS PRIORITY AND SERVICE LEVELS. Prioritization and severity levels are determined based on degree of impact and who is affected. 3 Pages (20-812)

CYBERSECURITY INCIDENT RESPONSE. This procedure and checklist describe processes for responding to potential information security events. 4 Pages (20-589)

CYBERSECURITY POLICY. This policy is for the development and maintenance of the information security environment and development of IT requirements that are reliable, secure, and predictable. 3 Pages (20-588)

INCIDENT RESPONSE POLICY. This policy is for communication, response, mitigation, and remediation of IT related incidents that impact or threaten computing equipment, data, or networks. 3 Pages (20-551)

INCIDENT RESPONSE PLAN. An IRP is a formal roadmap to follow when handling suspected intrusions, system misuse, a cyber incident, or any incident where unauthorized access to confidential information has been detected or suspected. 26 Pages (20-382)

INCIDENT REPORT LOG. This document provides the guidelines for the creation, maintenance, management, and secured storage of the Incident Report Log (IRL). 2 Pages (20-350)

IT PRIORITIZATION. This document focuses on identification of expected response time, prioritization of incident or requests, and target completion times. 11 Pages (20-235)

INCIDENT RESPONSE STANDARD. This Incident Response Standard provides a documented approach for handling potential threats to company computers, systems, and data. (50-293)

SOFTWARE DEVELOPMENT ORG CHART. Organization of software development teams are shown in this example chart. 1 Page (50-288)

WEEKLY TREND INCIDENT REPORT. Weekly ITS critical and high incident reports are demonstrated as enterprise-wide and divisional categories. 7 Pages (50-258)

MONTHLY INCIDENT REPORTS. Following are examples of monthly incident reports from various locations for a one to two year period. 15 Pages (50-257)

ITS OUTAGE DASHBOARD. This outage dashboard records critical incidents by count, duration, and cause. 5 Pages (50-256)

ITIL / ITSM

ITSM TOOL EVALUATION SCHEDULE. This template provides a timeline example for ITSM tool evaluation. 1 Page (50-374)

SERVICENOW ANALYTICS AND REPORTING. Build interactive dashboards to visualize KPI, track successes, and present your data in an informative way. 15 Pages (50-355)

SERVICE SPECIFICATION SHEET. This document is used as a template for understanding what components, potential delivery levels, and responsibilities are required to develop and deliver a service. 7 Pages (20-978)

SLA CONTENT INFORMATION. This document outlines what main points should be included in a Service Level Agreement (SLA). 3 Pages (20-977)

SERVICE LEVEL MANAGEMENT. This document describes the reporting structure for Service Level Management (SLM). 13 Pages (20-976)

ITSM ADOPTION PROJECT. Presented here is an IT Service Management project described from process planning to deployment and governance. 18 Pages (20-866)

RELEASE MANAGEMENT PROCESS GUIDE. This document describes the release management process, guiding principles, and critical success factors. 28 Pages (20-847)

RELEASE MANAGEMENT PROCESS PRINCIPLE GUIDE. Process principles describe and define the principles that drive the design of the overall process. 16 Pages (20-846)

IT SERVICE MANAGEMENT SOLUTION. A list of presentation points and scenarios were submitted for several vendors to address and / or demonstrate their ability to meet them. Following is the process of comparison and the final decision. 9 Pages (20-736)

ITIL RUNBOOK FOR DATA CLASSIFICATION. The basic configuration and operation support details of the Data Loss Prevention Program - Data Classification System are an information reference to perform a quick health check/monitor and perform basic tasks prior to escalating it to the relevant support person. 22 Pages (20-366)

ITSM TOOL EVALUATION. This workbook categorizes requirements for a replacement ITSM tool. Categories include security, storage & archiving, integration requirements, and service catalog. 63 Pages (50-250)

OPERATIONALIZING ITSM. The role of the IT Service Management Office is presented with lessons learned regarding orchestration, ServiceNow, and ServiceNow Discovery. 12 Pages (50-244)

Onboarding / Offboarding

EMPLOYEE ONBOARDING PROCESS. This document lists current new employee onboarding processes and describes future changes for a work-from-home environment. 2 Pages (20-935)

OFFBOARDING TASK CHECKLIST. This task checklist helps to track what IT-related items have been completed when an employee leaves the company. 1 Page (20-878)

NEW USER PROVISIONING DIAGRAM. This workflow diagram shows the process a new user would follow for service desk, training, and security. 1 Page (20-865)

EMPLOYEE ONBOARDING PROCEDURE. The following onboarding packet walks the team through the first day on the job to probationary review. It includes helpful checklists and acknowledgment. 9 Pages (20-638)

OFFBOARDING CHECKLIST. Designed for an employer, this checklist example applies when preparing for an employee's departure. 1 Page (20-637)

END USER WELCOME KIT. This document guides a new team member in setting up various programs and getting connected with frequently-used resources such as the Help Desk. 2 Pages (20-171)

TRAINING TEMPLATE. The following is a loose training schedule template for a Help Desk employee. 2 Pages (20-165)

RFP & Contracts

RFP: REMOTE TIER 1 HELP DESK. This RFP is for outsourcing of a provider of support services to users of corporate PCs, laptops, and other devices. 7 Pages (20-1047)

IT SUPPORT SLA. This document represents a service description and Service Level Agreement (SLA) between the end users and the IT Department in order to provide support from the Help Desk. 2 Pages (20-746)

RFQ: HOSTED CONTACT CENTER. The Hosted Contact Center (HCC) contracts are multiple-award Master Services Agreements (MSA) with prequalified HCC contractors for hosted contact center services under fixed-priced, multi-year terms. 14 Pages (20-413)

WEB HELP DESK SLA. Following is a Service Level Agreement for web help desk service requests and incidents, prioritized based on impact and urgency. 2 Pages (20-386)

RFI: CUSTOMER SERVICE MANAGEMENT. This Request for Information is to solicit suggestions, ideas, or potential Information Services Customer Service Management (IS CSM) approaches on a non-competitive and non-binding basis. 19 Pages (20-314)

RFP: ITSM. The goal of this RFP is to identify and select the correct system for replacement for the current Information Technology Service Management (ITSM). 50 Pages (20-118)

Scorecards & Reports

IT SERVICE MANAGEMENT SOLUTION. A list of presentation points and scenarios were submitted for several vendors to address and / or demonstrate their ability to meet them. Following is the process of comparison and the final decision. 9 Pages (20-736)

HELP DESK SOLUTIONS MATRIX. Several solutions, including Dell KACE, ServiceNow, SolarWinds, SysAid, Spiceworks, and ManageEngine, were evaluated and compared by a user. The features comparison and notes are outlined in this matrix. 1 Page (20-447)

KPI DASHBOARD SAMPLES. Following are two examples of KPI dashboards using Power BI for reporting along with ManageEngine's ServiceDesk Plus. 2 Pages (20-349)

VENDOR EVALUATION WORKSHEETS. These requirements and evaluation worksheets are for a Service Management System. 6 Pages (20-113)

TECHNOLOGY ROADMAP. This CRM Roadmap diagrams years 1 through 3. 2 Pages (20-036)

Service Catalog

IT SERVICE CATALOG. This catalog describes how to request service for specific hardware or application problems. 2 Pages (20-953)

IT SERVICE CATALOG. Services and categories for submitting a request or reporting an incident are provided in this worksheet. 2 Pages (20-950)

SERVICE CATALOG LIST. This is a listing of an IT department service catalog. 1 Page (20-697)

IT NEWSLETTER TEMPLATE. The following are templates an IT Department might use to regularly communicate tips and news with the rest of the company. 4 Pages (20-356)

IT SERVICE GUIDE. This document serves as a brochure-formatted guide to IT services such as change requests, incident reporting, contact information, & after hours support. 3 Pages (10-1745)

SERVICE REQUEST CATALOG. This presentation includes topics of conversation regarding scope, service owners, request approvals, workflow, and user experience. 7 Pages (50-245)

Staffing

HELP DESK SPECIALIST. 5 Pages (20-1077)

TECHNICAL SERVICES MANAGER. 3 Pages (20-1021)

HELP DESK SUPPORT ASSOCIATE. 1 Page (20-1007)

DESKSIDE SUPPORT SPECIALIST. 4 Pages (20-834)

HELP DESK SPECIALIST. 3 Pages (20-833)

SUPPORT ENGINEER. 2 Pages (20-815)

HELP DESK / TECHNOLOGY SUPPORT ANALYST. 2 Pages (20-747)

TECHNICAL ANALYST. 3 Pages (20-687)

HELP DESK TECHNICIAN INTERVIEW QUESTIONS. The following are questions helpful to an interviewer who is looking for a qualified Help Desk Technician. 1 Page (20-465)

SERVICE DESK LEAD. 3 Pages (20-407)

SERVICE DESK ANALYST I. 2 Pages (20-406)

DESKTOP / HELP DESK TECHNICIAN. 4 Pages (20-395)

CLINICAL INFORMATICS SPECIALIST. 4 Pages (20-394)

NETWORK ADMINISTRATOR. 5 Pages (20-392)

SYSTEM ADMINISTRATOR. 5 Pages (20-391)

TECHNOLOGY SUPPORT COORDINATOR. 1 Page (20-390)

DESKTOP & NETWORK SUPPORT ANALYST. 2 Pages (20-339)

CLIENT & INFRASTRUCTURE SERVICE MANAGER. 2 Pages (20-337)

IT DESKTOP SUPPORT. 2 Pages (20-152)

TECH SPECIALIST III. 3 Pages (20-145)

Ticketing & Tracking