

COMPETENCY MODELING SKILLS ASSESSMENT EXERCISE

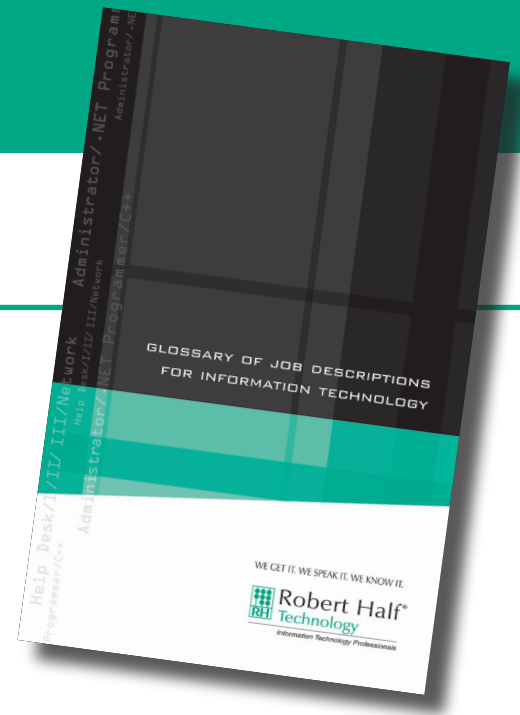
EXCERPTED FROM **ROBERT HALF TECHNOLOGY'S**
GLOSSARY OF JOB DESCRIPTIONS FOR INFORMATION TECHNOLOGY,
WHICH INCLUDES MORE THAN 60 JOB DESCRIPTIONS.

TITLE: HELP DESK (LEVEL 2) REQUIREMENTS

- Two to four years of work experience (depending on employer requirements).
- May require a bachelor's degree or a two-year degree and additional equivalent work.
- Experience in a help desk setting.
- Excellent problem-solving, communication and interpersonal skills, along with patience, a positive, customer-friendly attitude and the ability to work in a team environment. In addition, they should have a strong technical understanding of the various hardware, software and networking systems being supported.

TYPICAL DUTIES

- Resolving more complex issues requiring detailed systems and applications knowledge. These are issues that have been escalated from Level 1 support and may require five to 15 minutes to settle.
- Using judgment and making the decision to generate a trouble or work order ticket for issues that cannot be resolved via telephone or e-mail and will require an on-site visit to the user's PC or workstation.



WHAT ARE THE KEY SOFT SKILLS THAT WOULD BE REQUIRED OF THIS PROFESSIONAL,
TO BEST ALIGN IT GOALS WITH STRATEGIC BUSINESS DEMANDS?

SOFT SKILL

BENEFIT

#1: _____

#2: _____

#3: _____

#4: _____

#5: _____



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