

**ATTESTATION D'ÉTUDES COLLÉGIALES**  
**FICHE SYNTHÈSE DE PROGRAMME**

<b>Titre du programme :</b> Help Desk Spécialist		
<b>Code Sobec :</b> LEA.9M		<b>Année du financement :</b> 2001-2002
<b>Secteur de formation :</b>		
<b>Sanction des études :</b> AEC		<b>Durée :</b> 945 heures
<b>Statut :</b>	<b>Active</b> <input type="checkbox"/>	<b>Non active</b> <input type="checkbox"/>
<b>Collège responsable du projet :</b> Collège régional Champlain		
<b>Collèges membres du consortium (s'il y a lieu) :</b>		
<b>Fonction de travail :</b> Customer Support Specialist, Customer Service Technicien, Help Desk Agent, Technician ou Spécialist ans Service Center Analyst		
<b>Objectifs du programme :</b>		
<p>Provide students with specific, specialized technical skills in the areas of computer hardware, software and support.</p> <p>Develop interpersonal skills and specific techniques and abilities which enhance the ability to provide effective customer support and service.</p> <p>Foster the development of communications skills in both English and French.</p>		
<b>Conditions d'admission :</b>		
<p>Secondaire V ou l'équivalent.</p> <p>Connaissance fonctionnelle de la langue française et anglaise</p>		
<b>LISTE DES COMPÉTENCES</b>		
<b>Code</b>	<b>Nom de la compétence</b>	<b>Heures</b>
BJ26	Provide comprehensive PC technical hardware and software support	
BJ30	Describe the key elements of the Help Desk Industry	
BJ31	Identify and apply basic communications principles and techniques	
BJ32	Identify et apply effective techniques of customer service	
BJ33	Identify and apply effective problem solving techniques and processes	
BJ34	Identify et apply effective techniques of teamwork	
BJ35	Identify and explain the technical and process management issues involved in operating a Help Desk	
BJ36	Install, configure and administer the current version of Windows Professionnal	
BJ37	Install, configure and administer Microsoft Windows 2000 Server	
BJ38	Effectively use the major features of and provide technical support for Microsoft Excel	
BJ39	Effectively use the major features of and provide technical support for Microsoft Word	
BJ40	Effectively use the major features of and provide technical support for Microsoft PowerPoint	
BJ41	Effectively use the major features of and provide technical support for Microsoft Access	
BJ42	Effectively use the major features of and provide technical support for Microsoft Outlook	
BJ43	Use the vocabulary and terminology appropriate to a Help Desk setting in a second language	

**Documentation disponible sur demande**

	<b>Oui</b>	<b>Non</b>		<b>Oui</b>	<b>Non</b>
Rapport de l'AST	<input type="checkbox"/>	<input type="checkbox"/>	Programme d'études	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Matrice de formation	<input type="checkbox"/>	<input type="checkbox"/>	Plans cadres	<input type="checkbox"/>	<input type="checkbox"/>

**Pour information additionnelle**

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