



Help desk operators provide technical advice and support to help people solve problems using computers.

Often much of their work will be done on the telephone.

Some of the activities Help Desk Operators undertake include:

- identifying the problems that users are experiencing
- explain strategies to overcome these problems
- providing telephone, face-to-face and online support to customers
- assist with the upgrade of computer systems
- provide training support to users
- providing information to assist computer management

Other careers you might explore include:

Internet Support

Provides assistance to those using the internet.

You will be....

- good at helping people
- good at analyzing problems
- a good communicator and people person
- a great team player
- patient as people learn
- good with and like using computers

Education & Training

You can undertake an Apprenticeship in Computer Service or a certificate or diploma course in computers at TAFE/Polytechnic or university.

Your starting point might be a certificate but you can always upgrade your skills as you get more experience.

You can get more information at:

Energy Utilities Industry Skills Council: www.ee-oz.com.au

Australian Computer Society: www.acs.org.au