

## Role-Based Training Solutions: Service Desk

To help professionals learn on-the-job skills that will propel your business forward, Dell Technologies has compiled a list of our recommended training courses for job roles surrounding your Service Desk.

### Service Desk Technician / Specialist

A Service Desk Technician is responsible for ensuring proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations.

#### Recommended Training for Service Desk Technicians - Level 1

[CompTIA A+ Certification](#)

[CompTIA Network+](#)

[Customer Service](#)

#### Recommended Training for Service Desk Technicians - Level 2

[CompTIA Security+](#)

[MD-100T00 Windows Client](#)

[MD-101T00 Managing Modern Desktops](#)

[Customer Service](#)

### Service Desk Manager

Service Desk Managers oversee the performance of Level 1 and Level 2 services & support to clients (internal and external) to ensure that service levels are achieved. They are also responsible for ensuring the staff are meeting and exceeding expectations regarding performance, metrics, and benchmarks.

#### Recommended Training for Service Desk Managers

[ITIL 4 Foundation](#)

[Employee Motivation](#)