

Florenda Amponsaa

Cyse 368

Reflective journal 5

In preparation for my fifth reflective diary, I questioned my manager about the knowledge, skills, and talents that a professional in this sector must possess. What would be the best entry-level jobs to obtain the experience needed to become an information specialist. The first question's solution was that "problem-solving aptitude is the most important requirement for the job because we deal with a wide range of situations, making it crucial to be able to think quickly and solve problems." Without the capacity to be personable and possessing great communication skills, his position would not have been conceivable. The staff looks to the manager when they have issues they don't know how to resolve or when we deal with issues that affect the entire campus, thus being a manager comes with a lot of responsibilities.

Since the help desk is really a call center, dealing with staff and customers, whether in person or over the phone or email, is a major part of his daily duties. For this reason, having strong customer service abilities is crucial. The best approach to get the job is to start as a help desk employee and work your way up, but it's alright if someone hasn't done that because they can rely on experiences from prior customer service.