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Cyse 368

Reflective journal 6

Stefan Hancock, my manager, was one of the people I spoke with for my previous journal entry. What are the most important information, skills, and abilities required by someone in this industry, I questioned him. He replied that understanding the nature of the issue and the most effective course of action is essential for helping users who are experiencing difficulties. Additionally, a person in this sector needs to have technical expertise in fixing computer, hardware, and software issues, strong customer service skills, and the ability to pick up new technologies rapidly and adapt.

I next asked him, "What would be good entry-level jobs for gaining experience to become Its Help Desk lead technician?" as my second query. The quickest way to get his job, he said, would be to start out as a help desk agent. You can gain the skills and expertise you need to get ready for a career as Its Help Desk lead technician by working as a help desk agent.

Last but not least, I asked him what he thought were the best and worst aspects of being a lead Help Desk technician. He replied, "The best part of working this is if you enjoy tech, you will be given the opportunity to learn new things every single day, and the most challenging part is dealing with stubborn customers who refuse to listen when you are trying to help them out."