

Desktop Support

- * **Help Desk Technicians (Desktop Support) provide technical support for IT end-users.**
- * provides technical support and troubleshooting services to end-users who need assistance with their computer hardware or software.
- * Strong communication skills are also essential, as help desk specialists must effectively communicate solutions to both technical and non-technical individuals.
- * Many IT pros begin their career as help desk technicians because of the low experience and education requirements, then as they're exposed to new IT disciplines and technologies they discover their niche and branch out into other IT careers, such as [network administrator](#), [DBA](#) or [IT security specialist](#).

85% of U.S. CIOs plan to hire, either to expand or fill open positions.



CIOs planning to add staff to IT departments

16%

CIOs planning to hire only for open IT roles

69%

TOP SKILLS IN DEMAND



44%

Database management



42%

Desktop support & Network administration



41%

Cyber-security

TOP CONCERNS FOR CIOs

Ohlone Courses & Programs:

Certificate of Accomplishment: IT Service and Support Technician

CompTIA A+

[CNET 105 \(IT Essentials – CompTIA A+\)](#)

[CNET 160B \(Microsoft Desktop Support Technician\)](#)

[CNET 160A \(Window Client Operating Systems\)](#)