



2021 Trends in Help Desk

The more things change, the more they stay the same: 2021 Help Desk trends

Technology has historically not been a core part of business operations for most organizations. Now, operational shifts are pushing more and more businesses to rethink this approach and embrace technology as a critical function. Recent research shows that 40% of businesses plan to make IT a core competency, suggesting that a

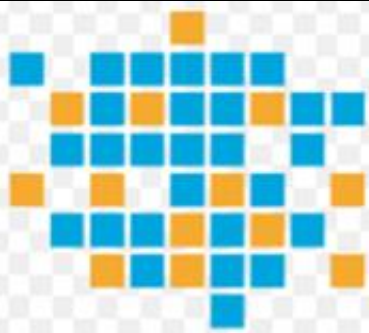
more strategic approach is taking place of the tactical one.

This shift has prompted companies to re-evaluate how they are handling their help desk. Nearly half (49%) of all businesses keep help desk internal, with another 46% utilizing a balance of internal and external resources. In fact, only 5% exclusively use third parties for the help desk function. Whether companies qualify as an SMB or technology doesn't inform as much of their business model, there is still an increasing reluctance to let go of all technical operations.

As technology becomes a core focus, the help desk will need to meet ever-evolving needs. Traditionally, the help desk is associated with password resets and impaired laptops, but with modern business challenges—such as remote working and emerging technology solutions—we're seeing a push to advance the duties of the help desk.

As a result of the changes in technical operations, the help desk is needing to upskill to meet modern business demands. One of the primary outcomes of this evolution is the increased demand for a positive customer experience when it comes to resolving user issues and helping employees. As a primarily employee-facing function, customer experience is quickly becoming one of the defining traits of an excellent help desk, separating the subpar from the elite.





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GIT thought provoking corner



"The first step towards getting somewhere is to decide you're not going to stay where you are."

— John Pierpont "J.P." Morgan



About 70% of Virus Engineers Work for Organized Crime Syndicates

This gives new weight to the importance of anti-virus and anti-malware software, and excellent virus removal services.



Apply for the Global IT Scholarship Program

Global Information Technology is proud to provide the GIT Scholarship Program. Every month, this scholarship will be awarded to highly driven individuals wanting to begin or advance their IT career. Exclusively, the scholarship will provide a grant of \$2,500.00 towards any certification course or remote live training at GIT.

GIT created this opportunity to give back to the community and spread our desire to help those in need. We believe that learning is essential and we will continue to help and develop individuals to help them succeed in their personal development goals.

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Career Guide



Quick & to the point – Career Advice

Question: "What's the best way to negotiate a counter offer when you're not thrilled with the job offer you received? How much leeway do you have when you get a job offer??"

- Harold Franmeth

Answer: When considering a counter offer, there are several things you can do to increase your odds of getting more pay, and a few things that could stand in your way. Take a look at each below before you decide:

✓ Do This:

- Research salary ranges for your desired position
- Know that greater than 50 percent of employers expect to negotiate for entry-level job salaries
- Understand that employers will offer the lowest pay they think you'll accept
- Consider how much you need or want the job, market rates, other opportunities, and the current job market
- Focus on facts, such as the value you bring, rather than on emotions
- Be prepared to ask for other benefits if a higher salary isn't an option

✗ Don't Do This:

- Rely on your gut feeling or financial needs when choosing your counter-offer range
- Set the bottom of your range lower than what you're willing to accept
- Negotiate too aggressively or they'll rescind the offer
- Expect to get more if you're not willing to ask
- Negotiate just for the sake of negotiating
- Make a bluff if you're not really willing to walk away



Is your future employer going to conduct a job assessment? If so, take heed to these assessment tips

If you are going to participate in an assessment in the near future, you will want to present yourself well and get a positive result. Here are some assessment tips that can help you prepare.

Prepare. Ensure you get a good night's rest before the test, know where you have to be and what to expect.

Know what an assessment entails. Make sure you know what components to expect and what you will be asked to do for each different components of the assessment.

Practice IQ tests. IQ tests are almost always part of an assessment, and they can be practiced! By practicing IQ tests you train your brain and will be able to control your nerves. You will see that your score on each component will continue to improve, ensuring that you will realize an optimal score for the IQ and intelligence test component of an assessment.

Do assessment exercises. Components such as personality tests and interviews can also be practiced. Assessment exercises help you to go into the real assessment with an assured feeling and force you to think about issues in advance, that may come up during the assessment.

Prepare interviews. One or more interviews will always be part of the assessment. Make sure you know what is likely to be discussed, think about your answers in advance and know your own resume!

Conduct a personal SWOT analysis. Your strengths and weaknesses will certainly be discussed during an assessment. Make a list of them using a strengths and weaknesses analysis.





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VETERANS, GET READY TO POWER YOUR TECH FUTURE AT GLOBAL IT

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A day in the life **IT Pro: IT Manager**

IT is everywhere, even trucking. Jonathan Dalia is the IT manager for Langer Transport Corporation and uses technology to facilitate the trucking business. We asked him to share his experience in the industry and any advice he has for people considering the field.

What does your company do?

I have worked for Langer Transport Corporation for more than three years now. We transport bulk chemicals – we pick up chemicals from large corporations like Dow and Exxon and deliver them to their customers. We deliver loads of bulk chemicals throughout the United States and Canada.

What do you do?

My job as the IT manager is to configure, setup and maintain all voice, video and data connections at our locations. I check our backups, server hardware and disaster recovery systems on a regular basis. I



also fix and troubleshoot issues that arise each day. When I have free time, I look for ways to improve the systems by decreasing costs and improve services. I also manage our company's data by writing reports, interacting with our standard query language (SQL) database and writing queries.

How did you get to where you are today?

I got started in IT 17 years ago, working as a network/computer consultant. After 14 years of consulting, I became Langer's full-time IT manager. I started my education at the Chubb Institute, but found I wanted to further my education, so I went to college for network communications. When I graduated with my bachelor's degree, I still wanted a deeper



understanding of the technology I was working with, so I went back for my master's degree in IT administration and security. Along the way I found CompTIA, and its certifications helped give me confidence in my skills. I obtained my CompTIA A+, CompTIA Network+ and CompTIA Security+ certifications and also became a Microsoft Certified Professional, Certified Novell Administrator and Certified Ethical Hacker.

What does a typical day look like for you?

If you enjoy working with technology and learning about how it functions under the hood, then you have chosen the right career path. My day usually starts by responding to any critical issues that I receive. Once I have those cleared up, I start to work on non-critical issues and requests. Toward the end of my day, I dedicate time to ongoing projects. For example, I'm currently implementing a system for drivers to update their orders and locations from units in their trucks. The units connect back

to our database to provide real-time updates. I face challenges like remotely fixing issues at other locations and assisting users with ever-changing technology. I've identified power users at each location whom I rely on to be my eyes and hands.

Fast brief: What to do if you can't find a J-O-B

- *Be strategic about the positions you apply for and edit your résumé and cover letter for each application.*
- *If you need a job right away, consider applying for a temporary job to make sure your basic needs are met.*
- *Don't focus entirely on job boards. Use this time to network and try to gather information from others, who may be able to offer you help finding a job.*



First day in an IT position, what can I expect?

A good positive attitude will go a long way in anything you undertake. In help desk you not only fix computers but you provide customer service. The people who use the computer systems you support are your customers, from the person at the bottom of the ladder all the way to the people at the top of the company and anyone of the company's external customers. It is true people can hear the smile on your face in your voice. Get to know the folks you work with, to an extent. Building good solid relationships with your fellow employees will bring positive recognition and establishes trust. When introduced to someone for the first time say their name 2-3 times during your initial contact. Go rock it!