

Getting an IT Help Desk Job For Dummies (For Dummies (Computers))

By Tyler Regas

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Stand out in one of IT's fastest growing job markets

If you're looking for a job in IT, the help desk is the heart and soul of most IT operations, and an excellent starting point for a promising career. With the help of *Getting an IT Help Desk Job For Dummies*, you'll gain the knowledge and know-how to cut through the confusion of navigating the Information Technology job market. IT can be intimidating to hopeful-yet-inexperienced job candidates, but this guide will help you find and land the job of your dreams. Through easy-to-follow explanations, authoritative information, and a bit of humor, *Getting an IT Help Desk Job For Dummies* serves as your thorough and approachable guide to maximizing your competitive edge in this booming market.

The IT job market has continued to expand as technology matures and deepens its roots in business operations. This is good news for you! However, it makes it *that* much harder to get a job in IT, as recent grads and other professionals are practically stampeding to get their feet in the door of this rapidly expanding industry. Luckily, *Getting an IT Help Desk Job For Dummies* gives you an advantage by providing expert instruction on how to score an interview and secure a job offer, the skills needed to obtain and maintain an IT position, and authoritative information on how to establish a career path in the IT field.

- Explore careers in the IT Help Desk field and establish the path you want to follow
- Plan for post-education certifications and training to make yourself more marketable
- Get expert guidance for creating a winning resume and cover letter
- Prepare for your IT Help Desk interview

Loaded with simple, straight-forward advice, *Getting an IT Help Desk Job For Dummies* is your all-in-one guide to starting your IT career on the right foot!

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Editorial Review

From the Back Cover

Learn to:

- Explore careers in the IT Help Desk field and establish the path you want to follow
- Create a winning resume and cover letter and prepare for the interview
- Plan for post-education certifications and training to make yourself more marketable

Explore the Help Desk career! Use this handy reference to find the right Help Desk job, learn to ace the interview, and get advice on how to prepare for the real Help Desk job experience

The Help Desk is the heart of most IT operations and the launch pad for many IT careers. But to gain an edge in this extremely popular market, you need a roadmap. That's what this book offers! It helps you identify your goal, the paths to get you there, the education you'll need, how to stand out in a pile of resumes, and how to ace the interview.

- **See what you're getting into —** tour a typical Help Desk day and see where Help Desk jobs can lead
- **Advance by degrees —** see what type of education will benefit your career and why you should pursue certifications
- **Nourish your inner nerd —** explore online resources, forums, tools, and ways to develop your skills
- **Find the right fit —** look at different jobs to see whether you'd prefer independent consulting, working with employees, or remote assistance work
- **Nurture your brand —** learn how to showcase your skills via Twitter, LinkedIn, blogging, and other social media
- **Tackle that resume —** discover what recruiters are looking for, how to package it, and how to craft the cover letter
- **Master the interview —** find out what to say (and not say) and how to follow up

Open the book and find:

- Three career paths to the Help Desk
- Interesting stats about IT jobs
- What hiring managers are looking for
- Tips for expanding your options
- Different positions within a company
- Why good skills are not enough
- What belongs on your pre-interview checklist
- The top ten things Help Desk people DON'T do

About the Author

Tyler Regas is a 20-year veteran of the technology trenches and has worked as both employee and manager in all of the job positions discussed in this book. He is also a professional blogger and freelance technical writer.

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Colleen Greenwood:

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