



OKLAHOMA
CareerTech

Badge Details

Name	1110 - Technical Help Desk
Description	The Technical Help Desk test measures knowledge of core end-user problems using common office software and hardware. Designed for experienced help desk professionals.
Criteria	<p><i>Candidates receiving this certification will take an exam with the following criteria:</i></p> <p>The exam is composed of 30 questions.</p> <ul style="list-style-type: none">• Computer Systems• Configuring PC Peripherals• Hardware• Help Desk Operations• Networking• PC and System Terminology• Security• Software• Troubleshooting Process• User Problems