

HELP DESK ANALYST

A tech professional tasked with providing it's company's customers with technical support for any IT-related matter such as issues regarding computer hardware, applications, networks and operating systems.

PERSONAL COMPETENCIES



- You are good with computers
- You are comfortable with communicating with others
- You like to analyse problems/situations
- You pay attention to details while working



The approx. course fee ranges between **INR 45,000 - 10,00,000***

**These figures are estimated numbers and will vary from Institute to Institute.*

SCHOLARSHIPS

- Engineering specific scholarships - You can opt for engineering-specific scholarships such as IndusInd Foundation Scholarship, Baba Gurbachan Singh Scholarship Scheme, Samsung Star Scholar Programme 2022, Central Sector Scheme Of Scholarships, JSPN Scholarship 2022 and so on*
- National Scholarship Portal - Please visit www.scholarships.gov.in Under this portal there are Central Government schemes, UGC/AICTE Schemes and Assam Government Schemes offered by different departments*
- Please visit www.buddy4study.com for details on available scholarships. This is a gateway to scholarships starting from Class XI*
- Scholarships are also available in the Institutes based on merit*

**(Availability of these scholarships can vary from time to time)*

LOANS

- VidyaLakshmi, www.vidyalakshmi.co.in, is a portal for students seeking education loan. This portal has been developed under the guidance of the Department of Financial Services, (Ministry of Finance), Department of Higher Education (Ministry of Human Resource Development) and Indian Banks Association (IBA). Students can view, apply and track the education loan applications on the website.
- Some states have student credit cards with low interest rates, for instance, West Bengal, Odisha, Bihar, etc.
- All banks give education loans.



ENTRY PATHWAY

1. Complete 10+2 in the Science stream (Physics, Chemistry and Mathematics)
2. Complete a Bachelor's degree (B.Tech/B.Sc./BCA) in Computer Science/Information Technology OR Complete a Bachelor's degree followed by a Master's degree (M.Tech/M.Sc./MCA) in the same field OR Complete a PG Diploma in Computer Science

Please check the duration of the course during enrolment



EXPECTED INCOME

**The figures are indicative & subject to change*

The approx. salary of a Help Desk Analyst ranges between **INR 16,500 - 53,100*** per month

Source: https://www.payscale.com/research/IN/Job=Service_Desk_Analyst/Salary

WHERE WILL YOU WORK

Places of Work: You can find work in the IT Department of organisations in a wide range of industries.

Work Environment: The work timings are typically 5 to 6 days a week for 8 to 9 hours per day. Shift system is applicable.

Entrepreneurship: You can pursue freelancing in this profession

Opportunities for work exist for differently abled in this field.

EXPECTED GROWTH PATH

Help Desk Technician → Administrator/
Network Administrator → Systems
Architect/ Designs Architect

WHERE WILL YOU STUDY?

The course is offered by the Department of Computer Science.
This list of Institutes is indicative only

GOVERNMENT INSTITUTES

1. IIT Guwahati
2. Tezpur University, Tezpur
3. Assam University, Silchar
4. NIT Silchar
5. NIT Agartala
6. Assam Engineering Institute, Guwahati (PG Diploma)
7. NIT Arunachal Pradesh
8. CIT Kokrajhar
9. NIT Shillong

PRIVATE INSTITUTES

(Please check if Institute is affiliated and accredited with UGC and AICTE before applying)

1. NEIMT, Guwahati
2. Assam Professional Academy, Guwahati
3. Regional Institute of Science and Technology, Guwahati
4. Acropolis Institute of Management Studies and Research, Indore
5. Acharya Prafulla Chandra College, Kolkata
6. Bangalore City College, Bangalore
7. Bapatla Engineering College, Andhra Pradesh
8. Bonnie Foi College, Bhopal

Information on Institute rankings is available at - <https://www.html>

DISTANCE LEARNING INSTITUTE

Indira Gandhi National Open University (IGNOU),
New Delhi

ONLINE COURSES

- Udemy - <https://www.udemy.com/course/help-desk-analyst/>

EXAMPLE FROM THE FIELD

Billy Abbas is a Service Desk Analyst from Leeds, UK who has completed his bachelor of science (BS) in information technology. He was also among the SDI best Service desk analyst finalists. He is currently affiliated with the Leeds Beckett University.*

Source: <https://www.servicedeskstitute.com/we-had-a-chat-to-our-service-desk-analyst-of-the-year-2020-finalists/>

**The above information is for training purposes only and will not be used for any commercial gains*

Search keywords...



*help desk technician, help desk analyst,
service desk analyst*