

## THINGS CAN ONLY GET BETTER

It's that time of year again...sick of repeats of James Bond and the Worlds Strongest Man, having drunk too many snowballs and promised to give up smoking which has lasted almost 2 weeks now!!

It's the time to rethink the meaning of life which often leads to the conclusion that you are undervalued at work and should be looking else where.

The Helpdesk world is one that an outsider may view as a dead cushy number answering the phone to people who know little about computers and helping to change technofears into worthwhile citizens who can change a toner. However, as a member of an elite band you are all to aware that without you your company would be in a far worse position. Who else would the PA be able to scream at because her boyfriends just dumped her!! Oops sorry because she can't print an important doc which has to be out by lunchtime! Who else would tell the CEO that no he cant have the latest PDA as its not part of the standard hardware!

Seriously though, the value of a good Helpdesk Analyst or Manager should not be underestimated. As a Helpdesk Manager if you are lucky enough to already have the appropriate staff then it is key you invest in keeping them. In my role as Helpdesk Consultant I often review skills sets and attitudes of Helpdesk Staff. They are often perceived within their own IT departments as wannabe Support people who should not be given the right to reset a password. They may have no departmental targets or objectives to work towards and indeed no personal objectives to measure themselves against. Interaction with other departments may be on a basis of escalation only with little initiative afforded or encouraged. The working environment is often an afterthought with some staff living in the basement with no natural daylight. Many staff see career progression as merely moving companies as there are no definitive career structure internally.

The Helpdesk inevitably ends up being a mere cost centre rather than the value centre that it really is. The Helpdesk is the portal for your customers into IT. Therefore it should be staffed with valued personnel who are motivated, enthusiastic forward thinkers. Here a few pointer to ensure your current staff remain with you

- Ensure staff fully understand management expectations of them
- Provide feedback on their personal performance
- Ensure regular interaction with other departments
- Ensure Helpdesk Opinions are heard (Who else knows your Customers IT Requirements better?)
- Review Environment
- Provide a career structure – both helpdesk and into technical.

As a Helpdesk Analyst empower yourself – send this email to your boss prior to your resignation – what have you got to loose!

Oh and back to the meaning of life – as Brian says always look on the bright side – usually top right hand corner of basement