

AITP

The Association of Information
Technology Professionals

Monthly Meeting of the Nashville Chapter

Date: Thursday April 9, 2015
Place: Holiday Inn Vanderbilt

Cost: Members - No Charge
Guests - \$30.00

Note: Meeting fees have been waived for AITP members, however reservations are required. The \$20 meeting fee will apply to members who make reservations after noon on the Tuesday before our Thursday meeting!

Meeting Schedule

5:30 - 6:00	Social/Networking
6:00 - 6:45	Dinner
6:45	Business Meeting/Speaker

\$5.00 Discount for early registration
Contact Mary Simpson for reservations at
615-367-8083 or msimpson@genesco.com

Help Desk Management

Daniel Akridge, Help Desk Team Leader - Concept Technologies

All companies who utilize computers have some type of a Help Desk function. Depending upon the size of the company, the help desk function may be large or small, formal or informal. It may consist of many people, even some off-shore, or use a part-time member of the IT staff.

Our April program is about how to better manage the Help Desk function. Our speaker is Daniel Akridge who is the Team Leader of Concept Technology's Help Desk and Network Operations Center. Concept Technology, Inc. provides IT outsourcing and consulting, network maintenance and security and help desk services to small and mid-sized business throughout Middle Tennessee. Concept Technology has been recognized as a fast growing business and leading employer. They were named one of the Best Places to Work by the Nashville Business Journal in the past several years. Concept Technology was founded by James Fields in 2003 and he states that what sets Concept Technology apart is their willingness to be held accountable to the standards of excellence they have set for themselves.

Daniel Akridge will discuss the many areas of the help desk function. This will include such things as: (1) What makes a good Help Desk person? Should you hire for the help desk or use IT people? (2) How many levels of help should be provided? What are good levels? Who should staff the levels? Where should they be located? (3) How do you evaluate the efficiency of the Help Desk function? (4) What are the pros and cons of outsourcing this function? (5) Should you use new or experienced IT people for the Help Desk? How do you motivate help desk people and how do you maintain a good level of morale? (6) Should help desk people have customer training? (7) How do you keep people up to speed on new applications or major changes to present applications? (8) Should you have a help desk coordinator to screen calls and direct calls to the proper experience level? Where should the function report – to IT, customer service, marketing, etc.? (9) How do you get IT staff to provide proper documentation for Help Desk purposes? Should Help Desk peo-

ple participate in the testing of major IT applications?

Daniel Akridge is the Team Leader of Concept Technology's Help Desk and Network Operations Center serving more than 300 of the Greater Nashville Area's companies. With two years under his belt of managing the team of ten at Concept Technology, Daniel has created a process for cultivating culture, retaining top talent, and motivating ana-



Daniel Akridge

lysts to provide excellent customer service with technical expertise. Hailing from Alabama, Daniel has ten years of experience, and his background ranges from security-clearance level contracts through the Army to supporting hundreds of businesses in problem solving, integrating and managing functional operations of multiple computer systems, software packages, networks and applications programs. Daniel has certifications from CompTia A+, Network+, and Security+.

This should be an interesting session by a "hands on" help desk person. Tell your people at your company about it.

Please post this copy on your company bulletin board

REMEMBER
Dinner Cost Reduced With Early Registration:
Guests - \$25