

Technology Support Specialist

A Technology Operational Support Specialist manages various technologies in the operations, through the specific activities, aligned to the organization's overall objectives and the specific operational goals. This certification helps the candidate to learn about the activities in technology operations and contribute to the organization better. This certification is a part of the SimpleITSM portfolio.

Who should attend?

This certification is most suited for: Operations Analysts, Support Engineers, Database /Data Support Specialist, Hardware Support Engineer, Software/ Application Support Engineer, Server Administrator, System Admin, IT Infra Management & Operational Support IT Infra Management & Operational Support, Operations support associate, Technical Support

Benefits

Improved operational Performance and better Service quality

Improved Customer satisfaction (CSAT) in operations

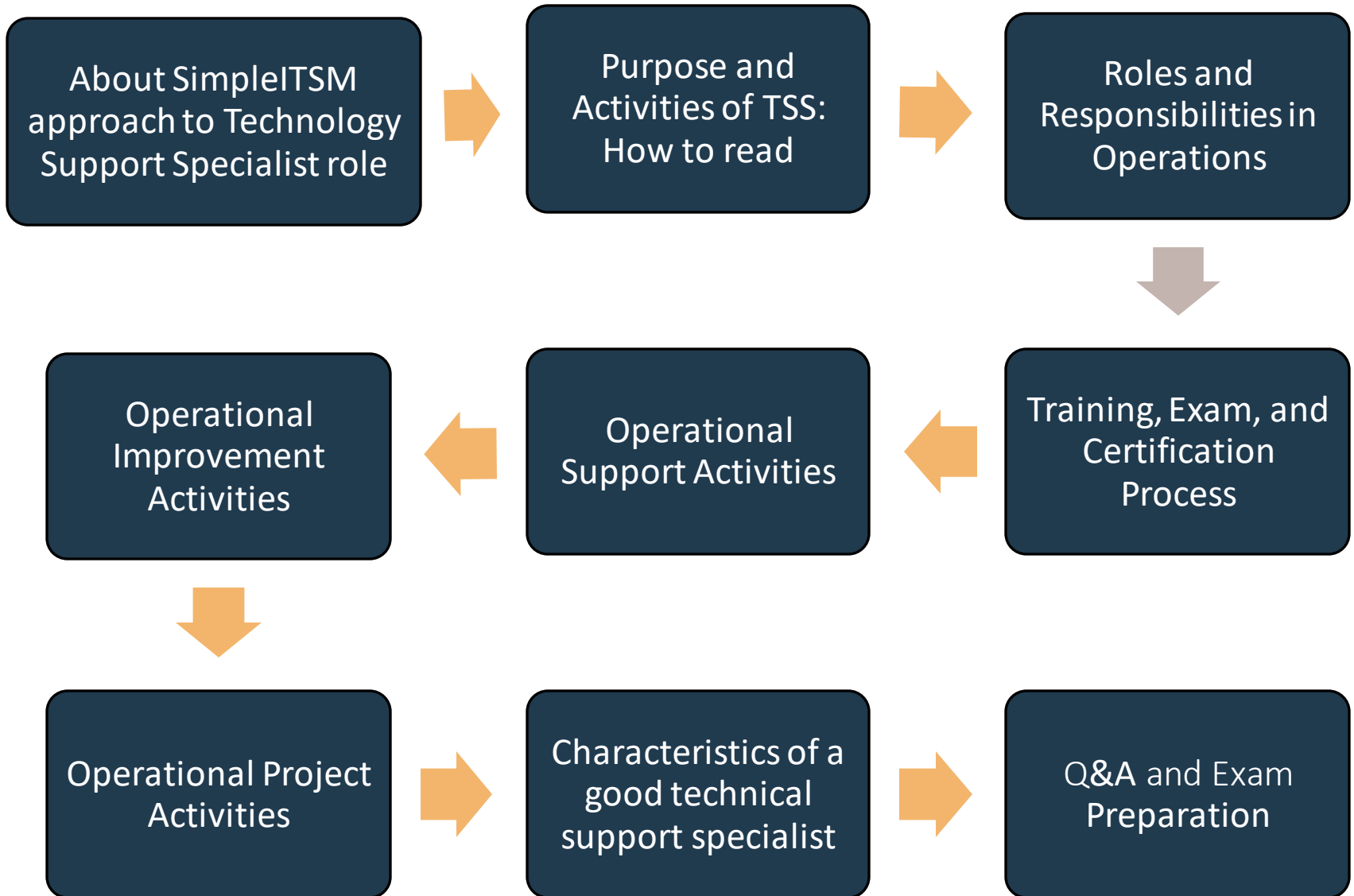
Motivated employees

Clear understanding of Technical Operational Activities

Better measurements and quicker corrective actions

Improved response system

Course Outline



Prerequisites for the EXAM

- None
- Preferred: A basic familiarity with modern technologies

Exam Details

- Number of questions: 40 (Multiple choice)
- Pass Mark : 60% (24 out of 40)
- 40 MCQs, select 1 answer out of 4 options
- 1 point for each correct answer
- Exam duration : 60 minutes
- *For more information:* SimpleITSM.org/TSS

Examination process

Book Exam: SimpleITSM.org/TSS/voucher
Examination cost: \$ 50

Use voucher to take the online exam any time
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