Course for TECH002 Support Specialist

Course description
This course has been designed for those who wish to become a support specialist for the Diamant programme on behalf of Diamant itself or one of its retailers.

Admission criteria
In order to participate in this course you must have successfully completed the below listed basic-level Diamant courses:

Workflow version
- Course 001 Basic-level functional application management
- Basic-level Diamant courses 011, 013 and 016
- Advice Course 002 Advanced-level functional application management
- TECH001 Course Support employee

Full version
- Course 001 Basic-level functional application management
- Basic-level Diamant courses 011, 012, 013 and 016
- Course 002 Advanced-level functional application management
- TECH001 Course Support employee

Other Admission criteria
- You are employed by Diasoft or one of its retailers and you are to become a support specialist for the Diamant programme
- You are solution oriented
- You have a good command of English, both spoken and written
- You can and like to analyze problems

Participants are expected to have the following competencies
- Client focussed and service oriented mindset
- Attention to detail and accuracy
- Problem assessment skills
- Analyze
- knowledge of databases and SQL
- Listening
- Team-minded
- Cognitive and social learning capacities
- Good listening and conversation skills

Course content
- Preparation via the previously sent reader.
- Processing and applying the learnt theory; via problem analysis and practising the installation of Diamant.
- concentrate on problem analyzing.
- Analyse and resolve frequent problems/questions handled by support staff.

Certificate
- Participants receive certificates after completion of each module. After having completed the TECH002 course, participants will receive the Support Specialist Certificate and will be able to apply what they have learnt in their workplace.

Where
- Preferably in Leusden (The Netherlands)
- Exceptionally in-company can be considered

Course duration
- 3 days

Number of participants
- Minimum 2 persons

Do you want to know more about our possibilities? Contact us at education@diasoft.nl.