Service Delivery Technician

WHO ARE THEY?[1]

Service delivery technicians are tech-savvy, problem-solving, customer service-oriented professionals who provide technology support to workplace computer users and organizations. They are knowledgeable about information technology hardware used in workplace settings, including computers, networking devices and phones as well as support equipment such as printers, scanners, and copiers. They understand how computer networks are set up and how they operate; and they are proficient with a variety of workplace software applications. Service delivery technicians are approachable and easy to work with. They can clearly explain digital applications to users who are not technology experts and have excellent listening skills. Effective service delivery technicians play a crucial role in ensuring business operations run efficiently.

WHAT DO THEY DO?[1]

Service delivery technicians troubleshoot and address workplace technology problems. They maintain an organization's computer network by regularly performing tasks such as completing file backups. They interact with individual users who are experiencing computer problems and figure out ways to address these issues. They explain to users how to prevent and fix technology problems and conduct trainings on how to use new computer hardware and software applications. Service delivery technicians set up systems for special events such as large presentations, trainings, or meetings.

JOB OUTLOOK[1]

Over the next 10 years, overall employment of service delivery technicians is projected to grow much faster than the average rate for all occupations. Organizations in the workplace will continue to regularly purchase and upgrade their computers, networks, and software applications. Service delivery technicians will be needed to install, repair, and explain these systems to users. The healthcare industry in particular is expected to become more dependent on information technology (IT) programs that

can centralize medical records and data. The increase in need for service delivery technicians could be slowed by the emergence of cloud computing. In addition, smaller businesses may turn to IT consulting firms rather than internal IT departments for technology support.

HOW DO I BECOME ONE?[1]

Requirements and pathways into a career as a service delivery technician vary widely. Although some organizations—particularly larger companies—require a bachelor's degree, others accept candidates with associate degrees. Service delivery technicians need solid computer knowledge and completion of at least some computer-related coursework. Organizations hiring for more technical service delivery positions may require courses in computer science, engineering, or information science.

Service delivery technicians frequently take courses and earn certifications on an ongoing basis. Vendors often offer certifications in the products they sell, and employers may require completion of these certification courses.

In addition, service delivery technicians need customer-service and listening skills for helping often-frustrated clients with their technology issues. They have the ability to identify and resolve a range of technology issues dealing with both hardware and software applications. They have strong written and verbal communication skills for providing clients with instructions and helpful responses to their questions

1 "Computer Support Specialists," Occupational Outlook Handbook, U.S. Bureau of Labor Statistics,
   https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm#tab-2