



### ***HDI Analyst of the Year***

This award recognizes front-line support analysts that exemplify outstanding customer service. Nominees will demonstrate knowledge and understanding of industry standards, commitment to excellence in customer service, while consistently exceeding performance objectives.

This award is intended for the support industry's top front-line, first-level support analysts who receive and handle tickets, possess the knowledge and skills required to provide quality service and support for internal or external customers. These professionals are responsible for providing customers with information, restoring service, providing specific services and escalating tickets to a higher level of support. These individuals are typically technical generalists. They spend 50% of their working day providing technical support via one or more of the following contact methods: Phone, web-requests, email or chat. The assisted service is provided without having to physically touch a client's device. They are the "voice of support" and do not generally provide face-to-face support. The ideal candidate will be well-rounded in technical aptitude, team orientation, leadership, customer service, people skills, and positive attitude. They should recognize and demonstrate the importance of the sharing of knowledge with their co-workers to develop problem solving techniques that can be utilized by all team members.

For all criteria and online nomination form, visit [www.thinkhdi.com/AOYaward](http://www.thinkhdi.com/AOYaward) This award goes through the local chapter in your area and winners are determined regionally.



### ***HDI Desktop Support Technician of the Year***

This award will recognize support technicians that exemplify the best of the best in the industry! Nominees will demonstrate extraordinary commitment, dedication, technical aptitude and service to customers while consistently exceeding performance objectives.

This award is intended for the support professional who responds to incidents escalated by the service desk that are related to customer equipment; additional skills, knowledge, tools, or authority are required. They may resolve the incidents remotely, desk side, or via equipment returns. They must spend over 50% of the working day providing technical support via one or more of the following contact methods: Phone, web-requests, email or chat and must regularly provide assisted service by having to physically touch a client's device. This includes desk side support, walk-up support, and mail-in equipment. They are the "face of support" as they generally provide face-to-face dealings with clients and customers. The ideal technician will be well rounded in technical aptitude, team orientation, leadership, customer service, people skills, and positive attitude. They should recognize and demonstrate the importance of the sharing of knowledge with their co-workers to develop problem solving techniques that can be utilized by all team members.

For all criteria and online nomination form, visit [www.thinkhdi.com/DSTaward](http://www.thinkhdi.com/DSTaward) This award goes through the local chapter in your area and winners are determined regionally.



### ***HDI Manager of the Year***

Ultimately, leadership is about getting things done that drive action, get results, and improve performance. It's the ability to influence and motivate others, and provide the tools and environment that allow others to best contribute towards the attainment of goals. A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. They might not set out to be a leader, but they become one by the quality of their actions and the integrity of their intent.

The HDI Manager of the Year acknowledges and honors a service and support manager who has been in his, or her, current management role for the past 12 months, supporting any – or all – IT services within their organization. Through this award program, HDI seeks to recognize prominent professionals who most clearly demonstrate the ability to service and advance information technology within their organizations.

For all the criteria and eligibility needed for this award, visit [www.thinkhdi.com/MOYaward](http://www.thinkhdi.com/MOYaward) Complete the online application form and submit all required documents before the deadline of October 31. Nominations may come from peers, direct reports, bosses, or self nominations.

This award does not go through our local chapter nomination process and is not done on a regional basis. All nominations come directly to HDI National for judging.

### **HDI Awards Program**

HDI hosts several awards that recognize outstanding individuals throughout the support industry—created especially for those who raise the bar of excellence in all aspects of customer relations, delivering superior service on a daily basis and reach above and beyond expectations from their daily jobs.

We encourage everyone within the industry to nominate special individuals for these prestigious awards; those they feel demonstrate the highest commitment to their customers and to their organizations.

Those honored by these awards will receive complimentary registration to HDI's Annual Conference, support for travel, and will be recognized and honored at this event. HDI also honors our nominees and winners with certificates, trophies, and recognition in our Support World Magazine, blogs, website, and many more.

All of our HDI individual awards are sponsored on a national level by Robert Half Technology.



[www.roberthalftechnology.com](http://www.roberthalftechnology.com)

**HDI believes recognition is of great importance  
in the support environment.  
Nominate someone that you work with,  
someone you know goes above and beyond on a  
regular basis,  
or someone that has helped you  
solve an issue!**

### **LOCAL CHAPTER LOGO**

### **LOCAL CHAPTER CONTACT INFO**

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[www.thinkhdi.com](http://www.thinkhdi.com)  
Awards website link  
<http://www.thinkhdi.com/hdi.aspx?c=148>



The IT Service & Technical  
Support Community

# **2011-2012 HDI Individual Awards**