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करियर मार्गदर्शन पोर्टल • Career Guidance Portal

"सही मार्गदर्शन, उज्ज्वल भविष्य।"

करियर शीट • CAREER SHEET

हेल्पडेस्क विश्लेषक

A helpdesk analyst gives technical support to an organisation's users for computer hardware, software, network and operating-system issues. It is the most accessible entry into IT—you can start even without an elite degree, and...



Scan for everything on this career

Salary, exams, colleges, the routes in and the steps after — all on the portal.

career.gsssjethantri.in/#/career/helpdesk-analyst

राजकीय उच्च माध्यमिक विद्यालय, जेठन्तरी

Govt. Sr. Sec. School, Jethantri • ब्लॉक समदड़ी • बालोतरा (Block Samdari • Balotra)

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सुशील कुमार शर्मा

प्रधानाचार्य, रा.उ.मा.वि. जेठन्तरी • मास्टर ट्रेनर
Principal, GSSS Jethantri • Master Trainer



श्री चेनाराम चौधरी

प्रधानाचार्य, डाइट बाड़मेर
Principal, DIET Barmer



श्रीमती संघमित्रा

वरिष्ठ व्याख्याता, डाइट बाड़मेर (सहयोग)
Sr. Lecturer, DIET Barmer (Support)



भरत चौधरी

अभिकल्पना व विकास • व्याख्याता (इतिहास)
Designed & developed • Lecturer (History)

विशेष धन्यवाद • SPECIAL THANKS



सुरेन्द्र सिंह राठौड़

व्याख्याता (इतिहास) • रा.उ.मा.वि. कानाना



सुरेश कुमार सैन

व्याख्याता (भूगोल) • रा.उ.मा.वि. रामसीन मूंगड़ा



वनिता कुमारी

व्याख्याता (इतिहास) • रा.उ.मा.वि. रामसीन मूंगड़ा



कमलेश चौधरी

व्याख्याता (राजनीति विज्ञान) • रा.उ.मा.वि. टापरा

करियर मार्गदर्शन कार्यशाला, डाइट बाड़मेर (14-17 जुलाई 2026) में विकसित व लोकार्पित
Developed & unveiled at the Career Guidance Workshop, DIET Barmer (14-17 July 2026)

यह एक स्वतंत्र परियोजना है, जो सरकार की आधिकारिक करियर-मार्गदर्शन सामग्री पर आधारित है। • An independent project based on the Government's official career-guidance content.

1 About this career

A helpdesk analyst gives technical support to an organisation's users for computer hardware, software, network and operating-system issues. It is the most accessible entry into IT—you can start even without an elite degree, and it opens the door to many higher roles.

2 At a glance

Minimum qualification	12th pass + IT diploma/degree or certification
Duration	Certificate/diploma up to a 3-yr degree
Starting salary	₹16,000–30,000/month
Work Field	IT departments in every industry, BPO/ITES

3 What you need

INTERESTS

- Interest in computers and technology
- Interest in solving problems
- Enjoy helping people

ABILITIES

- Skilled communication and patience
- Attention to detail
- Problem analysis

KEY SKILLS

- Hardware and software troubleshooting
- Ticketing tools (e.g. ServiceNow)
- Clear communication (phone/chat/email)
- Operating-system and networking basics
- Remote support and customer service
- Patience and time management

4 How to get there

- 1 Complete 12th in any stream
- 2 Take a diploma or degree in CS/IT
- 3 Do a certification like CompTIA A+ or Google IT Support
- 4 Learn OS, networking and ticketing tools
- 5 Start as a helpdesk technician
- 6 Progress towards system/network admin

MAIN EXAMS

- Mostly certification-based (CompTIA A+ etc.)
- CUET-UG (for degree admission)

5 Where to study

GOVERNMENT INSTITUTES

- University of Rajasthan — Jaipur, Rajasthan
- Government Engineering College — Bikaner, Rajasthan
- MBM University — Jodhpur, Rajasthan
- IGNOU (दूरस्थ शिक्षा) — Pan-India

PRIVATE INSTITUTES

- NIIT / Jetking (IT प्रशिक्षण) — Jaipur and other cities
- Poornima University — Jaipur, Rajasthan
- Amity University Rajasthan — Jaipur, Rajasthan

ONLINE

- Google IT Support Certificate (Coursera) — Online (<https://www.coursera.org/professional-certificates/google-it-support>)
- Udemy - Help Desk Analyst — Online (<https://www.udemy.com/course/help-desk-analyst/>)

FEES

Roughly ₹10,000 in government institutes; IT training/diplomas ₹20,000–1,00,000; a private degree costs more. Online certificates are cheap.

SCHOLARSHIPS

- National Scholarship Portal (NSP) (<https://scholarships.gov.in>)
- Buddy4Study (<https://www.buddy4study.com>)
- Vidya Lakshmi Education Loan (<https://www.vidyalakshmi.co.in>)

6 What the work is like

WHERE YOU WORK

IT departments of organisations across almost every industry, IT service firms and BPO/ITES centres.

WORK CULTURE

Mainly an office/desk job; support via phone, chat and remote tools; 5-6 days a week, 8-9 hours, often shifts including nights. Opportunities exist for persons with disabilities.

WHO HIRES

- TCS / Infosys / Wipro / HCL
- BPO and ITES companies
- IT support of any large organisation
- Tech Mahindra / Genpact
- IT departments of banks and insurers

DEMAND (2026)

In 2026 every organisation needs IT support, so demand is steady and strong; it is the easiest entry into an IT career, and remote roles are growing.

7 Career growth

- 1 Helpdesk Technician
- 2 System / Network Administrator
- 3 System Architect / Design Architect

EARNINGS

Starting	₹16,000–30,000/माह
Mid level	₹35,000–55,000/माह
Senior level	₹60,000+/माह

This is an entry-level role; pay rises quickly as you move up to system/network admin with certifications and experience.

8 The good parts · The challenges

The good parts

- An easy way into IT
- No elite degree required
- A springboard to higher roles

The challenges

- Repetitive queries and pressure
- Shifts and night work possible
- Modest starting pay

9 Real-life journeys

Abhishek Kumar

Service-desk career mentor & interview coach (callmepandeyji.com); former process trainer, TCS

Abhishek Kumar built a career in India's IT service-desk field—process training at TCS and a sales-trainer role at HCL. He now runs callmepandeyji.com and a YouTube channel coaching Indian freshers to clear service-desk/IT-support interviews (HCL, Infosys, Wipro)—a relatable home-grown role model for small-town students.

callmepandeyji.com · <https://callmepandeyji.com/about-us/>

Amie Hanbury

IT Field Technician / helpdesk support, Core Technologies (career-changer)

Amie Hanbury is a career-changer who completed the low-cost Google IT Support Professional Certificate and landed an IT support (field technician) job. Coursera profiled her among five successful learners—her story shows how self-study opens an accessible path into IT support.

Coursera Blog · <https://blog.coursera.org/these-five-learners-achieved-career-success-after-earning-a-professional-it-certificate-from-google/>

10 Sources & further reading

1. Rajasthan Govt Career Guidance – Helpdesk Analyst — <https://cg.rajasthan.gov.in/careerguidance/hi/career/%e0%a4%b9%e0%a5%87%e0%a4%b2%e0%a5%8d%e0%a4%aa%e0%a4%a1%e0%a5%87%e0%a4%b8%e0%a5%8d%e0%a4%95-%e0%a4%b5%e0%a4%bf%e0%a4%b6%e0%a5%8d%e0%a4%b2%e0%a5%87%e0%a4%b7%e0%a4%95helpdesk-analyst/>
2. Google IT Support Certificate (Coursera) — <https://www.coursera.org/professional-certificates/google-it-support>
3. CompTIA A+ certification — <https://www.comptia.org/certifications/a>



And 770+ more careers — the whole portal

Interest and aptitude tests, government jobs, skill courses and a CV builder — free, no login, and it works offline.

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