

# **IT Support Technical Skills**

## **Course Duration: 40 Hours (5 Days)**

### **Overview**

The IT Support Technical Skills certification is a professional credential that demonstrates proficiency in managing, maintaining, troubleshooting, installing, and configuring basic network infrastructure. It's centered on the core competencies required in an IT support role. In various industries, this certification is used to authenticate the ability of IT professionals, particularly those working in technical support and IT operational roles. Companies often require or view favorably IT technicians with this certification as it assures their skills are industry-approved, up-to-date, and comprehensive. It empowers IT professionals with a solid foundation necessary to tackle a wide array of common technological issues and maintain network operations efficiently.

### **Audience Profile**

- IT professionals seeking career advancement
- Recent graduates in IT or related fields
- Individuals looking to transition into an IT career
- Small business owners managing their own IT operations
- Employees in non-technical roles who need IT proficiency
- Tech enthusiasts seeking to acquire formal IT skills

### **Course Syllabus**

#### **Introduction to the Bootcamp Training**

- Bootcamp introduction
- Audio quality overview
- Learning goals and resume template download
- How to mentally prepare for technical learning
- Content updates for this bootcamp
- Understanding real job environments, job titles, and basics

#### **Live Recording: Training Concept, VMware Basics, Server and Client**

- Training concept overview
- How to build a home hands-on lab or access one online
- Lecture and domain controller demo using Active Directory
- Virtualization: VMware ESXi basics and server VM installation
- Server and server tools overview
- Understanding domain controllers and helpdesk accounts

- Working within a domain network and gathering information
- Windows 10 power tools (learning and demo)
- Local computer management and AD RSAT tool (practice)

## **Active Directory and Group Policy Training**

- Active Directory practice (learning only)
- Managing Active Directory users and computers (practice)
- Alternative methods to manage Active Directory (learning only)
- Free Active Directory management tools (practice)
- Group Policy training for IT support (practice)

## **Inventory and Asset Management Systems**

- Inventory and asset management skills for IT support (practice)

## **Software Installation and Deployment**

- Software installation and deployment (learning only)
- Software deployment skills for IT support professionals (practice)

## **Office 365 Administration for IT Support**

- Office 365 Admin Portal (learning only)
- Office 365 Web Outlook (learning only)
- Office 365 Exchange and local Exchange basics (learning only)
- Outlook desktop application (learning only)
- Office 365 trial account (practice)
- Exploring the Office 365 administrator interface (practice)
- Creating Office 365 users (practice)
- Adding multiple users in Office 365
- Creating and managing groups, restoring groups using CLI (practice)
- Managing administrative delegation in GUI and CLI modes (practice)
- Configuring Office 365 multi-factor authentication (practice)
- Managing Office 365 one-time password authentication (practice)
- Troubleshooting mail flow in Microsoft 365 (practice)
- Monitoring service health and analyzing reports (practice)

## **Azure Management Skills for IT Support**

- Cloud (Azure) user and group management skills for IT support
- Understanding cloud computing (lecture only)
- Introduction to Azure and creating an account for practice (learn and practice)

- Creating users in the Azure portal (lecture and demo)
- Creating and managing users in Azure Active Directory (lecture and demo)
- Creating and managing groups in Azure Active Directory
- Password reset training in Azure (lecture and demo)

## **Modern Desktop Management Skills for IT Support**

- Update compliance with Microsoft Azure (demo)
- Implementing conditional access (demo)
- Configuring and managing Azure AD Join (demo)
- Configuring Hybrid Azure AD Join
- Introduction to Microsoft Endpoint Manager (lecture)
- Managing device enrollment in Microsoft Endpoint Manager (demo)
- Enrolling devices in Microsoft Endpoint Manager (demo)
- Creating and applying configuration profiles in Microsoft Endpoint Manager (demo)
- Modifying assigned configuration profile policies in Microsoft Endpoint Manager (demo)
- Monitoring device and user activity in Microsoft Endpoint Manager (demo)
- Configuring and deploying Microsoft 365 apps using Microsoft Endpoint Manager (demo)

## **Ticketing Systems Training for IT Support**

- Ticketing systems training for IT support

## **CMD Training for IT Support Professionals**

- CMD training for IT support professionals

## **Hardware Technical Skills for IT Support Roles**

- Hardware technical skills (Part 1)
- Hardware technical skills (Part 2)
- Hardware technical skills (Part 3)

## **IT Support Interview and Test Preparation**

- IT support interview preparation
- IT support technical test preparation
- Interview Q&A document