

Real Training. Real Practice. Real Results.



Help Desk



Program Goals

IT Help Desk technicians provide technical support and troubleshooting services to end-users who need assistance with computer hardware or software. Help Desk technicians are vital to the IT workforce, as they keep technologies that organizations rely on to do business up-to-date and running smoothly. The Help Desk Certificate Program is designed for persons seeking employment in a technical support environment. By the end of this course, participants will be able to diagnose computer errors and provide technical support, troubleshoot software, hardware and network issues, train end-users on how to setup and use new technologies, backup and restore an organization's data files and systems, install, configure and upgrade PC software and operating systems, clean and repair computer hardware, such as keyboards and printers, provide technical support over the phone or web and diagnose and resolve complex issues.



Prerequisites

It is not required that students have specific expertise as an IT Help Desk Technician, however, a four year degree from an accredited university is preferred.



Professional Objectives

This curriculum will prepare students for employment as help desk specialists/technicians, desktop support specialists, and technical support specialists. During the course program, the student will be able to:

- Familiarize with fundamental concepts of PC including computer terminology and acronyms.
- Apply critical thinking and problem solving skills to support help desk functions.
- Exercise ability to install, configure, and troubleshoot end user computing systems.
- Obtain IT theory, techniques and terminology used for tech support.
- Experiment with tools and applications to support desktop computing environment.
- Internalize business concepts and human relationship skills for help desk operations.
- Communicate effectively and efficiently using both verbal and written communication tools.



Core Courses

- ISA 1001 Secure Computer User | 16 hours
- NET 1001 Introduction to Technical Repair and Support | 40 hours
- NET 1002 Introduction to Networking | 40 hours
- ISA 1002 Introduction to Cyber Security | 48 hours
- NET 1003 Introduction to Routing and Switching | 40 hours
- NET 1006 Introduction to Linux | 40 hours
- PMP 1003 ITIL Foundation | 24 hours
- **Total Program Clock Hours | 248**



Learning Outcomes

Upon completion of the program, the graduate will be able to:

- Implement ITSM processes and functions to achieve business excellence.
- Work with different hardware types such as SSD, HDD and BlueRay.
- Identify behavior and operations of RAM, CPU and PCI cards to understand computer components.
- Verify access controls, assessments and audits for network and system security.
- Utilize benefits of virtualization and remote connectivity for advanced troubleshooting.
- Acquire competence in Linux commands for file system hierarchy standards.
- Demonstrate skills of Tier 1, Tier 2 and BYOD mobile tech support.