

CAREER PATHWAYS

Help Desk Pathway

Core Courses

CompTIA Security+ |
72 hours

CompTIA Cyber Security
Analyst-Plus (CySA+) | 72 hours

Certified Ethical Hacker (CEH) |
72 hours

**Total Help Desk Career Pathway
Clock Hours | 216**

Contact Us

(571) 577-7890

(703) 554-3827

www.intellectualpoint.com

info@intellectualpoint.com



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Program Prerequisites

Basic Knowledge of Information Technology.



Program Goal

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 these technicians keep organizations' technologies up-to-date and running smoothly. The Help Desk Career Pathway is designed for persons seeking employment in a technical support environment. By the end of this program, 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.



Educational 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.
- Help organizations proactively identify potential security risks and respond more quickly when breaches do occur.

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Learning Outcomes

Upon completion of the Cyber Warrior Program, graduates will be able to:

- Implement ITSM processes and functions to achieve business excellence.
- Work with different hardware types such as SSD, HDD and Blu-ray.
- 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.
- Demonstrate skills of Tier 1, Tier 2 and BYOD mobile tech support.



Professional Objectives

- Help Desk Technician
- Technical Customer Care Specialist
- Help Desk Coordinator
- Technical Support & Desktop Engineer
- Systems Administrator / Help Desk – Tier 1
- Help Desk Analyst
- IT Support Technician – I, II or III
- Service Desk Analyst
- Network Engineer 1
- IT Support Manager
- Technology Support Specialist
- Manager, IT Service Center
- Senior Network & Desktop Support Technician
- NOC Help Desk Engineer



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46175 West Lake Drive

Suite 250/240

Sterling, VA 20165

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