Help Desk & Security Analyst *Pathway Program*

Provide technical support, manage IT tickets, and monitor security systems to protect organizations.

- 216 Total Clock Hours
- 3 Obtainable Certificates

Start Today | Basic Computer Knowledge Required

This is what you will experience in the Pathway

The pathway includes 3 instructor-led classes for you to learn technical skills and applicable examples to prepare you for technical certifications and training towards Help Desk & Security Analyst.

Taught by Industry Veterans & **World Class Instructors**

Possible Career Options

- Customer Service Representative
- Desktop Support Technician
- IT Trainer
- Field Support Technician
- Systems Administrator
- Computer Support Specialist
- Help Desk Technician

Possible Certifications

CompTIA Security+ | CEH Certified Ethical Hacker | CompTIA CySA+

Introduction to the Help Desk & Security Analyst Pathway

▶ **Overview**

IT Help Desk technicians provide technical support and troubleshooting for computer hardware and software. They play a crucial role in keeping an organization's technology running smoothly. The Help Desk Career Pathway prepares individuals for technical support roles. Graduates will learn to diagnose and resolve errors, troubleshoot software, hardware, and network issues, train end-users, manage data backups, install and upgrade systems, repair hardware, and provide remote support.

Upon completion of this pathway, students will be able to:

- Learn PC basics, terminology, and acronyms
- Apply critical thinking for help desk support
- Install, configure, and troubleshoot end-user systems
- Identify and respond to security risks
- Communicate clearly in verbal and written forms
- Use tools for desktop support

Available Courses

216 Total Clock Hours

CompTIA Security+
📖 Class & Skill Application — 36 Class Hours • 36 Skill App Hours

Certified Ethical Hacker (CEH)
📖 Class & Skill Application — 36 Class Hours • 36 Skill App Hours

CompTIA CySA+
📖 Class & Skill Application — 36 Class Hours • 36 Skill App Hours

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