



# IT Support Specialist



<b>Duration:</b> 12 Weeks	<b>Course Dates:</b> 06/24/2023 – 09/13/2023		<b>Days:</b> Monday – Friday	
<b>Virtual Instructor-led:</b>	Monday 10:00a – 3:00p	<b>Additional Hours</b>	Three (3) hours for study and projects	
<b>In-person Instructor-led:</b>	Tuesday – Thursday 10:00a – 3:00p	<b>Additional Hour</b>	Three (3) hours for study and projects	
<b>Lab (Self-Directed)</b>	Friday (9:00a – 5:00p): Projects, study, hands-on activities, and tutorials			
<b>Modality:</b>	<input type="checkbox"/> Virtual - Zoom	<input type="checkbox"/> In-Person	<input checked="" type="checkbox"/> X	Hybrid

IT Support Specialist Program Team:		
Name	Role	Email Address
Brandon McClain	Co-Instructor	<a href="mailto:Mclain@steeltechconsulting.com">Mclain@steeltechconsulting.com</a>
Brandon Steel	Co-Instructor	<a href="mailto:Brandon.steel@steeltechconsulting.com">Brandon.steel@steeltechconsulting.com</a>
Brandon Kimber	Program Support Co-Lead	<a href="mailto:Goodwill.university@goodwillsp.org">Goodwill.university@goodwillsp.org</a>
Donnie Armstrong	Program Support Co-Lead	<a href="mailto:Goodwill.university@goodwillsp.org">Goodwill.university@goodwillsp.org</a>
Verneshia White	Training Program Experience Coordinator	<a href="mailto:Goodwill.university@goodwillsp.org">Goodwill.university@goodwillsp.org</a>
Nakia Antley	Career Navigator	<a href="mailto:nakia.antley@goodwillsp.org">nakia.antley@goodwillsp.org</a>

**12-Week Course Overview:**

The IT Support Training is a comprehensive program designed to equip participants with the essential knowledge and practical skills needed to excel in entry-level to mid-level tech support roles in IT. In this 12-week program, participants will gain proficiency in technical skills such as hardware, operating systems, networking, mobile devices, security, troubleshooting, virtualization, cloud computing, and Microsoft 365 Fundamentals. Students will also develop customer service skills, learn documentation practices, and apply theoretical knowledge to practical, real-world scenarios through hands-on projects and case studies. Additionally, the program focuses on professional development and career readiness, providing guidance on resume building, interview preparation and job search strategies.

**Certification Opportunity**

Participants will have the unique opportunity to earn both CompTIA A+ and Microsoft Office 365 Fundamentals certifications, providing them with recognized credentials, enhanced credibility, and validated skills essential for securing entry-level employment opportunities.

**Professional Development**

Participants will acquire a robust set of professional and soft skills, equipping them with the necessary tools to enhance their employability prospects. Through a structured curriculum and interactive learning experiences, participants will develop communication, teamwork, adaptability, and problem-solving skills, along with a deep understanding of industry-specific knowledge. We aim to empower students to confidently navigate the professional landscape and position themselves as valuable assets in the job market.



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## CompTIA A+ Overview:

Obtaining the CompTIA A+ certification typically requires individuals to gain proficiency in a variety of technical skills, tools, and technologies related to entry-level to mid-level IT support roles, and serves as a stepping stone for more advanced certifications in specific areas of IT, such as networking, security, or systems administration.

## CompTIA A+ Objectives – By the end of this module, students will gain proficiency in:

- **Hardware:** Understanding computer hardware components such as CPUs, motherboards, RAM, hard drives, power supplies, and peripheral devices. Individuals learn how to install, configure, and troubleshoot hardware components.
- **Operating Systems:** Proficiency in various operating systems including Windows, Linux, and macOS. This includes installation, configuration, and troubleshooting of operating system issues.
- **Networking:** Basic networking concepts such as TCP/IP, IP addressing, subnetting, networking protocols, and network devices like routers, switches, and access points.
- **Mobile Devices:** Familiarity with mobile devices such as smartphones and tablets, including setup, configuration, and troubleshooting of common issues.
- **Security:** Understanding of security best practices, common security threats, encryption techniques, and methods for securing devices and networks.
- **Troubleshooting:** Developing problem-solving skills and techniques for diagnosing and resolving hardware, software, and network issues.
- **Virtualization and Cloud Computing:** Basic understanding of virtualization concepts and cloud computing services.
- **Hardware and Software Tools:** Familiarity with various hardware and software tools used in IT support roles, including diagnostic utilities, remote access tools, and troubleshooting software.
- **Customer Service Skills:** Effective communication and customer service skills are also emphasized, as IT professionals often interact with end-users to diagnose and resolve issues.
- **Documentation and Procedures:** Understanding of documentation practices and procedures for recording system configurations, troubleshooting steps, and resolution outcomes.

**Career Path:** This program equips students with additional skills for a variety of occupations, a few identified below. For details related to career paths and trends, visit [www.onetonline.org](http://www.onetonline.org).

Help Desk Technician	IT Specialist
Field Service Technician	IT Support Manager
Business Analyst	Data Support Specialist
Technical Support Specialist	



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## Microsoft 365 Fundamentals Overview:

The Microsoft 365 Fundamentals Certification is an entry-level certification designed to validate foundational knowledge of Microsoft technologies, products, and services. It covers a broad range of technical skills, tools, and technologies relevant to Microsoft products and services. It serves as a starting point for individuals interested in pursuing more advanced certifications in specific Microsoft technologies or roles.

## MS 365 Fundamentals Objectives – By the end of this module, students will gain proficiency in:

- **Microsoft Azure:** Understanding of basic cloud concepts and services offered by Microsoft Azure, such as virtual machines, storage, networking, and Azure Active Directory.
- **Microsoft 365:** Familiarity with Microsoft 365 services including Exchange Online, SharePoint Online, Microsoft Teams, and Microsoft Intune.
- **Microsoft Power Platform:** Basic understanding of the Microsoft Power Platform, including Power BI, Power Apps, Power Automate, and Power Virtual Agents.
- **Microsoft Dynamics 365:** Overview of Microsoft Dynamics 365 business applications and their functionalities, including Dynamics 365 Sales, Customer Service, Marketing, and Field Service.
- **Microsoft Security, Compliance, and Identity:** Basic knowledge of security concepts, compliance requirements, and identity management solutions provided by Microsoft, such as Azure Active Directory, Azure Security Center, and Microsoft Compliance Manager.
- **Microsoft Windows Server:** Understanding of basic Windows Server concepts, roles, and features, including Active Directory, Group Policy, and server management tools.
- **Microsoft SQL Server:** Basic understanding of Microsoft SQL Server databases, SQL querying, database management, and security.
- **Microsoft SharePoint:** Familiarity with SharePoint Online and SharePoint Server, including site administration, document management, and collaboration features.
- **Microsoft Exchange Server:** Basic knowledge of Microsoft Exchange Server, including email management, mailbox administration, and Exchange Online.
- **Microsoft Teams:** Understanding of Microsoft Teams collaboration platform, including chat, meetings, channels, and integration with other Microsoft 365 services.

**Career Path:** This program equips students with additional skills for a variety of occupations, a few identified below. For details related to career paths and trends, visit [www.onetonline.org](http://www.onetonline.org).

Business Technology Support Associate	IT Service Desk/PC Specialist
IT Application Manager	IT Support Analyst
Service Support Analyst	Junior Information Systems Specialist

[Microsoft Office 365 Certification Syllabus](#) (2 wks.)

Microsoft Support Website: <https://support.microsoft.com>



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**Grading Rubrics:** To complete this course and receive a Certificate of Completion, students must attend 90% of instruction-led sessions, 100% of project overview sessions, and successfully complete all project for each program inclusive of Comp TIA A+ and MS 365 Fundamentals with an 85% average for each program.

CompTIA A+ Learning Objectives	Weighted Average
Hardware	20%
Operating Systems	5%
Networking	10%
Mobile Devices	5%
Security	10%
Troubleshooting	10%
Visualization and Cloud Computing	5%
Hardware and Software Tools	20%
Customer Service Skills	10%
Documentation and Procedures	10%
<b>Grading Total:</b>	<b>100%</b>

Microsoft 365 Fundamentals Objectives	Weighted Average
Microsoft Azure	10%
Microsoft 365	25%
Microsoft Power Platform	5%
Microsoft Dynamics 365	5%
Microsoft Security, Compliance, and Identity	20%
Microsoft Windows Server	15%
Microsoft SQL Server	5%
Microsoft SharePoint	5%
Microsoft Exchange Server	5%
Microsoft Teams	5%
<b>Grading Total:</b>	<b>100%</b>



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## Equipment & Technology Required: Students must have daily access to:

Desktop, Laptop or Tablet (Cellphone not sufficient to access and complete course material)	Access to the Internet
Webcam and Microphone	Browser (preferably Google Chrome)
Zoom Platform	Canvas

## Attendance Policy

Goodwill University in partnership with SteelTech, values your commitment to success. This program requires a Monday through Friday full-time dedication, generally from 10:00 a.m. to 3:00 p.m. On average, you can anticipate investing 30 hours in-class and an additional 20 hours, distributed as 4 hours per day, for out-of-class studying. This comprehensive approach ensures a well-rounded learning experience to help you achieve your goals. Students must not have more than four (4) absences, and no more than 5 tardies or early departures combined.

## Prerequisites

- Be 18 or older.
- Have a high school diploma/equivalent or higher.
- Have a passion for technology.
- Be dedicated to job placement immediately upon graduation.
- Have reliable transportation.
- Have basic computer knowledge.

## Program Requirements for Successful Completion

- Commit to full time training (30 hours per week) + study time (20+ hours per week)
- Have no more than three (3) absences and no more than 4 tardies or early departures combined.
- Complete all program assignments, projects, and activities managed by SteelTech.
- Complete all Goodwill University, Career Navigation and Employer Engagement assignments, projects, and activities; and attend all scheduled meetings.
- Take and pass both the CompTIA A+ Certification and Microsoft 365 Fundamental exams.

## Student Expectations

- Complete two (2) training course surveys: 1) after the first 3 weeks of class and 2) at the end of class.
- Adhere to the attendance policy and complete the Attendance Form each day before class starts (see Attendance Policy section above).
- All students are required to wear business casual attire during all instructor-led sessions.
- Review the Goodwill website at <https://goodwillsp.org> for Goodwill University additional training details.
- Attend required check-ins meetings with Goodwill University. The purpose of the check-ins is for students to receive additional information, provide feedback, etc. You will receive an email from Goodwill University with details. Please check your spam folder.



# IT Support Specialist



## Brandon Steel, Instructor

An experienced IT Instructor with a demonstrated history of working in workforce development, project management, and certification instructor-led training. I hold multiple IT certifications, with special interest and skillset in CompTIA certifications and AWS solution & services. In addition, I have consulted several businesses and organizations in program design and training. I have a passion for helping people find their passion in technology, and providing students with the resources, professionalism, and skills required to have a successful IT career.

## Brandon McClain, Instructor

With over seven years of dedicated experience in the IT industry, I bring a wealth of expertise to the classroom. Having navigated roles encompassing systems administration, training, and troubleshooting, I possess a deep understanding of COMPTIA curriculum. I'm committed to providing a fun and motivating environment to help students learn and guide them towards success in the IT industry.

## Contact Information

Please forward all questions or comments to [goodwill.university@goodwillsp.org](mailto:goodwill.university@goodwillsp.org)

All daily in-person sessions are held at our [Goodwill Opportunity Campus](#).

Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208, Room 1185.

Phone: 704-372-3434