
IT Support Training

Course Syllabus

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 to mid-level tech support roles in IT. Whether you are a beginner or looking to enhance your existing skills, this course provides a structured and hands-on learning experience that ensures students receive necessary skills for gainful employment.

GOALS

1. PROFESSIONAL DEVELOPMENT

- a. 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. The goal is to empower participants to confidently navigate the professional landscape and position themselves as valuable assets in the job market.

2. CAREER READINESS

- a. Receive guidance on resume building, interview preparation, and effective job search strategies.
- b. Explore potential career paths and understand the current trends in the IT industry.
 - i. CompTIA A+
 1. Help Desk Technician
 2. IT Specialist
 3. Field Service Technician
 4. IT Support Manager
 5. Business Analyst
 6. Data Support Technician
 7. Technical Support Specialist
 - ii. Microsoft 365

-
1. Business Technology Support Associate
 2. IT Service Desk/PC Specialist
 3. IT Application Manager
 4. IT Support Analyst
 5. Service Support Analyst
 6. Junior Information Systems Specialist

3. TECHNICAL SKILLS

- a. Gain proficiency in **[industry-specific tools, technologies, or methodologies]**.
 - i. CompTIA A+

Obtaining the CompTIA A+ certification typically requires individuals to gain proficiency in a variety of technical skills, tools, and technologies related to entry-level IT support roles. Some of the key areas covered by the CompTIA A+ certification include:

- 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.

The CompTIA A+ certification provides a solid foundation for individuals seeking entry-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.

ii. Microsoft 365 (formerly known as Office 365)

The Microsoft Certified: Fundamentals certification is an entry-level certification designed to validate foundational knowledge of Microsoft technologies. It covers a broad range of technical skills, tools, and technologies relevant to Microsoft products and services. Some of the key areas individuals gain proficiency in with obtaining the Microsoft Certified: Fundamentals certification include:

- 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.

The Microsoft Certified: Fundamentals certification serves as a starting point for individuals interested in pursuing more advanced certifications in specific Microsoft technologies or roles. It validates fundamental knowledge and skills that are essential for IT professionals working with Microsoft products and services.

4. REAL-WORLD APPLICATION

- a. Apply theoretical knowledge to practical, real-world scenarios through hands-on projects and case studies.

5. CERTIFICATION OPPORTUNITY

- a. 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

6. Course Format

- a. **Duration:** 12 Weeks
- b. **Schedule:** Monday through Friday, [Start Time] to [End Time]
- c. **Location:** Hybrid (In-Person / Virtual)

[Microsoft Office 365 Certification Syllabus](#) (2 Weeks)

Attendance Policy

At SteelTech, we value your commitment to success. Our programs require a Monday through Friday full-time dedication, generally from 10 am to 4 pm. On average, you can anticipate investing 30-40 hours in-class and an additional 20 hours, distributed as 3 hours per day, for out-of-class studying. This comprehensive approach ensures a well-rounded learning experience to help you achieve your goals.

Program Requirements

- Be 18 or older
- Have High School diploma/equivalent or higher
- Have a passion for technology
- Dedicated to job placement immediately upon graduation
- Reliable Transportation
- Commit to full time training (30 hours per week) + Study Time (20+ hours per week)

Instructors

Brandon McClain

Brandon Steel