



# IT SUPPORT SPECIALIST

This course is designed to prepare learners for entry-level IT support roles. They will gain practical experience with computer hardware, popular operating systems like Windows and macOS, and network troubleshooting. This course aligns with the Cisco Certified Support Technician (CCST) IT Support certification, validating learners' skills for employers. With no prerequisites, it's the perfect first step for anyone looking to enter the IT field.

**Course Outcomes:** Upon completion, learners will be able to:

- Effectively troubleshoot IT issues by diagnosing and resolving common hardware, software, and network-related problems.
- Apply safety procedures when handling computer components and working in IT environments.
- Assist users in locating system information and understanding the functionality of ports, cables, and device configurations.
- Install, upgrade, and maintain hardware components to improve system performance and reliability.
- Help users connect to network resources and resolve common peripheral connectivity issues.
- Troubleshoot operating system problems for Windows, macOS, and mobile devices.
- Explain virtualization and cloud computing concepts and their role in modern IT environments.
- Support users in resolving application errors across productivity, collaboration, and enterprise software.
- Identify and respond to security threats while following company policies for data protection and confidentiality.
- Use remote access tools and troubleshooting utilities to research issues, resolve user problems, and document findings accurately.

**Course duration:** 45h (15 weeks by 3h) from January 25 – May 17

**Course schedule:** Sundays from 08:00 am to 11:00 am

**Course language:** Khmer

## Course Curriculum followed by Cisco Academy

- Introduction to the IT Support Technician
- Introduction to Troubleshooting
- Troubleshooting the Windows Operating System
- Troubleshooting Linux and MacOS
- Troubleshooting Mobile Operating Systems and Applications
- Troubleshooting Common Services and Peripheral Connectivity Issues
- Troubleshooting Common Network Connectivity Issues
- Troubleshooting Common Security Issues
- Troubleshoot Common Hardware Issues
- Common Hardware Upgrades