Help Desk Essentials Training

Duration: **3 Day**

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Overview

This three day QA authored course is designed primarily for those who are starting out in the IT support career. Working on a help desk or service desk, this course will provide a strong foundation for what employees need to understand from both a process and technical viewpoint across both on premise and cloud based solutions. The technical elements are based on Windows 11, Server 2022, and Microsoft cloud solutions.

This course is also applicable to learners using earlier operating systems.

Prerequisites

This is an entry level course so no pre-requisites other than being familiar generally with the Windows operating system and experience of a help desk or service desk environment. There will be opportunities for learners to practise what they are learning and they will be encouraged to get involved with discussions and sharing their own experiences. They will also be regularly asked to consider, in certain scenarios what information should be gathered to aid them in the early steps of troubleshooting.

Target Audience

This course is intended for those starting out in IT working on a help desk or service desk in a primarily Microsoft environment.

What You Will Learn

- Become familiar with service management as far as it concerns a help desk
- Understand the components in a modern IT environment
- Look at troubleshooting methods and tools
- Understand the basics of networking
- Understand on premise and cloud based users, groups and resource access
- Understand on premise and cloud based device administration
- Understand essential security guidelines for IT