

IT Help Desk

9 Weeks | Prepare for Multiple IT Certifications | Unlimited Opportunity



- Attend Online
- No IT Experience Necessary
- Monday-Thursday
- Half Day Classes
- Morning, Afternoon, or Evening Tracks

TECH CHALLENGES AWAIT. BE THE SOLUTION.

In today's tech-driven world, our IT Help Desk program is your gateway to fundamental IT knowledge for a successful career. Explore computing essentials, IT infrastructure, software development, and efficient database usage. Develop troubleshooting skills across security, cloud infrastructure, and data management domains.

ASSOCIATED JOB TITLES



Help Desk Technician



Desktop Support Technician



Computer Support Specialist



Technical Support Specialist

IT JOB OUTLOOK

5% Job Growth
914,100 New Jobs
\$59,660 Income Estimator*

*US Bureau of Labor Statistics



PROGRAM TIMELINE

Our 9-week IT Help Desk program is packed with essential knowledge around computing essentials, IT infrastructure, problem-solving skills, and support for various technologies from security to cloud and data management. Here's the breakdown of your 9-week program.

WEEKS 1-3

Acquire the knowledge and skills to install software, establish basic network connectivity, and identify/prevent basic security risks. Obtain knowledge in troubleshooting theory and preventative maintenance of devices.

WEEKS 4-6

Attain proficiency in mobile device setup, application support, and connectivity. Cover networking basics: endpoint connection, advanced configurations, and IP addressing. Gain hardware troubleshooting expertise. Understand virtualization, cloud environments, and hybrid troubleshooting methods.

WEEKS 5-9

Develop essential skills in navigating diverse operating systems, mastering security against malware and social engineering, troubleshooting software installations, and cultivating frontline support abilities crucial for tier 1 technical assistance in businesses.



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