



# HelpDesk IT Support Technician Program

## Overview:

The HelpDesk IT Support program offered via CareerAcademy, prepares students for various industry certifications as well as prepares them for a career as a HelpDesk IT Support technician. On average a HelpDesk IT Support technician makes \$41,000 annually. During the program students will get a full understanding of what it takes to become a HelpDesk IT Support technician learning both theory and technical skills needed for the position. Students will learn about computers, networking, various devices, operating systems and more. The core program covers the following industry certifications CompTIA A+, CompTIA Network+, CompTIA Security+, and the Microsoft 365 Certified: Modern Desktop Administrator Associate certification.

**Program Duration:** 200 Flex Classroom Hours

## Program Courses:

CompTIA A+  
CompTIA Network+  
CompTIA Security+  
Microsoft MD-100: Windows 10  
Microsoft MD-101: Managing Modern Desktops

## Program Features:

Our students are able to enjoy the benefits of round-the-clock on-demand lectures and hands on live labs in combination with scheduled live instructor led online classes where they are able to learn and interact with a live instructor. This provides the ultimate learning environment where students are able to learn, comprehend, experience, engage and ultimately master the subject matter in ways never before achieved in traditional classroom or online training.

- Live Virtual Classroom
- Elite Online Instructors
- Total Flexibility
- Hands-on Labs
- Certification Preparation
- Satisfaction Guarantee
- Career Development:
  - Career Counseling
  - Resume Building Assistance
  - Job Market Outlook
  - Job Placement Assistance



# HelpDesk IT Support Technician Program

## *CompTIA A+*

### Course Overview

A+ Certification is the computer industry recognized credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Pearson VUE. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications. Certification provides a wealth of benefits to any person seeking a job in the computer industry! Your successful computer career can start with this one course, or it can serve as proof of your computer hardware and operating system knowledge as a professional already in your field.

### Course Outline

- Chapter 01 - IT Professional Soft Skills
- Chapter 02 - Safety for You and Computer Components
- Chapter 03 - System Component Overview
- Chapter 04 - Understanding Motherboards
- Chapter 05 - Understanding Processors
- Chapter 06 - Understanding Types of Memory
- Chapter 07 - Understanding BIOS and CMOS
- Chapter 08 - Hard Drives and Storage Devices
- Chapter 09 - Power Supplies and Voltage
- Chapter 10 - Ports, Cables, and Connectors
- Chapter 11 - Input and Output Devices
- Chapter 12 - Managing Printers
- Chapter 13 - Mobile Devices, Multimedia, and Laptop Computers
- Chapter 14 - Preventive Maintenance
- Chapter 15 - Troubleshooting Procedures
- Chapter 16 - Operating Systems
- Chapter 17 - Managing Files
- Chapter 18 - Applications Utility, Troubleshooting, and Optimization
- Chapter 19 - Configuring Device Drivers
- Chapter 20 - Networking and Wireless Connections
- Chapter 21 - Recovering Systems and Disaster Recovery
- Chapter 22 - Cloud Computing
- Chapter 23 - Security Fundamentals



# HelpDesk IT Support Technician Program

## *CompTIA Network+*

### Course Overview

This course will introduce students to networking, including network standards, network communications, working with TCP/IP, network devices, wide area networks, remote access, network security, building highly available and scalable networks, and maintenance, monitoring, and troubleshooting.

### Course Outline

Chapter 01 - Introduction to Networking

Chapter 02 - Network Standards

Chapter 03 - Network Communications

Chapter 04 - Working with TCP/IP

Chapter 05 - Network Devices

Chapter 06 - Wide Area Networks

Chapter 07 - Remote Access

Chapter 08 - Network Security

Chapter 09 - Building Highly Available and Scalable Networks

Chapter 10 - Maintenance, Monitoring, and Troubleshooting



# HelpDesk IT Support Technician Program

## *CompTIA Security+*

### Course Overview

This course will teach students about identifying security fundamentals and threats, analyzing risk, conducting security assessments, implementing network, operational, host, and software security, managing identity and access, implementing cryptography, addressing security issues, and ensuring business continuity.

### Course Outline

Chapter 01 - Identifying Security Fundamentals

Chapter 02 - Analyzing Risk

Chapter 03 - Identifying Security Threats

Chapter 04 - Conducting Security Assessments

Chapter 05 - Implementing Host and Software Security

Chapter 06 - Implementing Network Security

Chapter 07 - Managing Identity and Access

Chapter 08 - Implementing Cryptography

Chapter 09 - Implementing Operational Security

Chapter 10 - Addressing Security Issues

Chapter 11 - Ensuring Business Continuity



# HelpDesk IT Support Technician Program

## *Microsoft MD-100: Windows 10*

### Course Overview

This course will introduce students to Windows 10. Topics covered include installing Windows 10, configuring and personalizing Windows, updating Windows 10, networking in Windows 10, configuring storage, managing apps, configuring authorization and authentication, configuring access to files and folders, configuring security, and supporting and troubleshooting.

### Course Outline

Chapter 1 - Installing Windows 10

Chapter 2 - Configure and Personalize Windows

Chapter 3 - Updating Windows 10

Chapter 4 - Networking in Windows 10

Chapter 5 - Configuring Storage

Chapter 6 - Managing Apps

Chapter 7 - Configuring Authorization and Authentication

Chapter 8 - Configuring Access to Files and Folders

Chapter 9 - Configuring Security

Chapter 10 - Supporting and Troubleshooting



# HelpDesk IT Support Technician Program

## *Microsoft MD-101: Managing Modern Desktops*

### Course Overview

This course gets into managing modern desktops. Topics covered include planning a Windows 10 deployment, Windows 10 installation options, Windows Update as a service, user and device profiles, device enrollment with Intune and Azure, managing applications, Azure AD identity management, implementing compliance and device authentication, and implementing Windows 10 security.

### Course Outline

Chapter 1 - Planning a Windows 10 Deployment

Chapter 2 - Windows 10 Installation Options

Chapter 3 - Windows Update as a Service

Chapter 4 - User and Device Profiles

Chapter 5 - Device Enrollment with Intune and Azure

Chapter 6 - Managing Applications

Chapter 7 - Azure AD Identity Management

Chapter 8 - Implementing Compliance and Device Authentication

Chapter 9 - Implementing Windows 10 Security