



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Tech Support (Help Desk) Fundamentals

Duration: 2 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

This course teaches essential skills for tech support and help desk operations. It will cover customer service, troubleshooting techniques, and using industry-standard tools. It will also cover operating system basics, network troubleshooting, hardware diagnostics, and software issues. Participants will develop strong communication skills to assist users professionally and contribute to a help desk environment.

Target Audience

This course is intended for:

- Career changers looking to enter the tech industry.
- Individuals seeking entry-level positions in IT support or help desk roles.
- IT Professionals looking to refresh or update their fundamental tech support skills.
- Students or recent graduates interested in gaining practical knowledge in tech support.
- Professionals in non-technical roles who want to develop technical troubleshooting skills.

Prerequisites

To attend this course, candidates must have:

- Basic computer literacy, including familiarity with using a computer and navigating the internet.
- An understanding of common office software applications (e.g., word processors, e-mail clients).
- A willingness to learn and solve technical problems.

NOTE: *No prior technical support experience is required, though general knowledge of computers and technology will be beneficial.*



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Course Objectives

Upon successful completion of this course, attendees will be able to:

- Develop basic troubleshooting skills.
- Enhance their customer service skills.
- Master operating system basics.
- Understand networking fundamentals.
- Utilize help desk tools and software.

Course Topics

Module 1: Introduction to IT Support

- **Overview of IT Support Roles**
 - Introduction to Help Desk and IT Support
 - Types of IT Support (Level 1, 2, 3)
 - Key Responsibilities and Skills
- **Understanding IT Infrastructure**
 - Basic Networking Concepts
 - Understanding Operating Systems (Windows, macOS, Linux)
 - Introduction to Hardware Components (PCs, Printers, Peripherals)

Module 2: Customer Service Skills

- **Communication Skills**
 - Effective Communication Techniques
 - Active Listening and Empathy
 - Managing Difficult Customers
- **Problem-Solving and Critical Thinking**
 - Identifying and Diagnosing Issues
 - Structured Problem-Solving Approaches
 - Troubleshooting Techniques





Course Topics *Continued*

Module 3: Tools and Technologies

- **Help Desk Software**
 - Overview of Common Help Desk Tools (Jira, ServiceNow, Zendesk)
 - Ticketing Systems and Workflow Management
 - Knowledge Base Creation and Utilization
- **Remote Support Tools**
 - Remote Desktop Software (TeamViewer, Any Desk)
 - Screen Sharing and Collaboration Tools
 - Monitoring and Reporting Tools

Module 4: Common IT Issues and Solutions

- **Software Troubleshooting**
 - Application Installation and Configuration
 - Common Software Issues and Fixes
 - Virus and Malware Removal Techniques
- **Hardware Troubleshooting**
 - Diagnosing and Fixing Hardware Issues
 - Printer and Peripheral Troubleshooting
 - Basic Network Troubleshooting

Module 5: Professional Development

- **Time Management and Organization**
 - Prioritizing and Managing Multiple Tasks
 - Setting and Achieving Goals
 - Documentation and Record Keeping
- **Career Pathways in IT Support**
 - Certifications and Continuing Education
 - Exploring Career Opportunities
 - Building a Professional Network

LABS INCLUDED

