Desktop Support Course

This Desktop Support Course will get you started in your IT career by ensuring you have the skills to successfully troubleshoot desktop environments running on the Microsoft Windows, Linux, and Macintosh operating systems.

Organizations need entry level professionals to support their users and the desktop environment. As of Jan 2016, the hourly wage for a Desktop Support Technician in the United States ranges from $12.33 to $23.76, with an average of $16.88/hr or $40,447 annually.

At the conclusion of this course, you will take one or more industry recognized certification exams that validate your fundamental skills to enter the IT industry as a support/help desk professional.

# Learn How To …

* Support desktop operating systems
* Configure and troubleshoot hardware
* Configure and troubleshoot network access
* Configure and deploy desktop operating systems
* Configure network connectivity, including mobile computing
* Manage desktop systems
* Support and maintain desktop applications
* Configure backup and recovery options
* Deploy desktop operating systems
* Manage desktop security and policy
* Configure and troubleshoot networks

# Pre-requisites

Before enrolling into this course, you should have successfully completed our Computing Fundamentals course, or have the following:

* TCP/IP Troubleshooting skills
* Experience using desktop and command-line troubleshooting tools
* Experience installing and troubleshooting desktop application problems

# Syllabus

# Course Length

One-year.