

IT Support Specialist UpSkilling Program (Bilingüe)

Description: This program is designed to empower technical learners by enhancing their skills in handling complex scenarios and real-time practice. Participants will gain the expertise required to manage not only troubleshooting tasks but also advanced topics such as virtualization, domain management, Active Directory setup, and other intermediate to advanced IT tasks. The curriculum covers a broad spectrum of topics, progressing from simple to complex as we go along the way.

Additionally, the program incorporates real case studies and the use of various tools to provide practical, hands-on experience. Technical learners will benefit from the guidance of an experienced educator who will offer expert insights throughout the program. Furthermore, participants will have access to premium materials to reinforce the skills acquired during the program.

Advanced IT Support and Management

User Interaction and Support

- **Effective Communication with Clients/Users**
 - Handling inquiries and requests
 - Building strong client relationships
- **Ticketing Systems**
 - Using web-based ticketing systems
 - Managing and delivering support tickets via phone, email, and online channels

Hardware Deployment and Maintenance

- **Machine Deployment and Servicing**
 - Steps for deploying and upgrading machines.
 - Ensuring optimal performance and uptime
- **Troubleshooting and Technical Issue Resolution**
 - Diagnosing and resolving complex technical issues
 - Daily management of multiple client issues

IT Operations and Process Management

- **Replacement and Onboarding/Offboarding**
 - Streamlining PC replacements
 - Efficient onboarding and offboarding processes
- **Equipment Retrieval and Setup**
 - Best practices for equipment management

IT Domains and System Administration

- **IT Knowledge Base and Documentation**
 - Utilizing Office 365 for documentation
- **VPNs, Proxies, and Networking**
 - Understanding and managing VPNs and proxies
 - Networking fundamentals
- **Directory Services and System Administration**
 - Active Directory 2022
 - System administration best practices

Software and Remote Management

- **Management**
 - Managing software installations and updates
- **Remote Connections and Virtualization**
 - Setting up and managing remote connections
 - Virtualization techniques

IT Security and Data Management

- **Data Management and Recovery**
 - Techniques for data management and recovery
- **IT Security Fundamentals**
 - Cryptography, encryption, and hashing
 - Network security practices.
 - Safeguarding data integrity and confidentiality

Advanced IT Tools and Protocols

- **Citrix and Jupiter**
 - Integrating and managing Citrix and Jupiter
- **TCP/IP Protocols**
 - Understanding and utilizing TCP/IP protocols

Program Conclusion

- **Final Project: Comprehensive IT Support Plan**
 - Develop a detailed IT support plan incorporating all learned skills and knowledge.
- **Target Audience:**
 - Aspiring IT Helpdesk Technicians
 - Current IT professionals looking to enhance their skills.
 - Individuals interested in IT LII support roles.
- **Course Duration:**
 - 1 Month (Module I)
- **Prerequisites:**
 - Have completed IT Helpdesk Program Module I
 - Familiarity with Windows operating systems.
- **Certification:**
 - Upon successful completion of the four-module series in this program, participants will receive a certification as an IT Support Specialist

