IT Helpdesk / Helpdesk Technician UpSkilling Program (Bilingüe)

Description: This program is designed to equip participants with the essential skills and knowledge required to effectively handle IT support tasks, from basic to complex troubleshooting scenarios. It covers a wide range of topics, including:

- Warranty devices.
- Scalation procedures.
- Cloud Recoveries & Backups.
- Ticketing Systems and Prioritization.
- Software crashes.
- Replacements.
- Networking issues.
- Outlook configurations.

Additionally, the program incorporates real case studies and the use of various tools to provide practical, hands-on experience. 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.

Features:

- **Support Request Handling:**
  - Prompt and courteous response to incoming support requests from users.

- **Software Repair and Maintenance:**
  - Use of remote tools to take over user equipment for software repair and maintenance.

- **Hands-on Fixes:**
  - Installation, upgrading, and patching of software, BIOS, and firmware.
  - Implementation of file backups.
  - Configuration of systems and applications.
  - Testing, maintaining, monitoring, and troubleshooting of end-user workstations, hardware assets, Windows domains, VPNs, Windows Access, BitLocker requests, and networking printers.

- **Escalation Procedures:**
  - Real-time service escalation procedures.

- **Advanced Office 365 & Microsoft Outlook Features:**
  - Creation of rules and filters.
  - Management of multiple accounts.
  - Use of Send/Receive Groups feature.
  - Profile creation.
  - Configuration of IMAP and POP3.

- **Network Configuration:**
  - Flushing DNS.
  - Performing DNS lookups.
  - Renewing DHCP.
  - Checking TCP/IP settings to ensure proper network configuration.

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- **Testing and Recommendations:**
  - o Running tests and interpreting results to make effective recommendations.

- **Upselling and Additional Services:**
  - o Spontaneous offering of additional products and services.

- **Cloud Recoveries & Repair Boxes:**
  - o Handling cloud recoveries and repair boxes.

- **Learning Material:**
  - o **Additional Material:** Comprehensive resources to deepen your understanding of IT support concepts.
  - o **Tips:** Practical advice and best practices for handling common IT issues efficiently.
  - o **User Guides:** Step-by-step instructions for various software and hardware troubleshooting tasks.
  - o **Frequently Asked Questions (FAQs):** Answers to common queries to help you quickly resolve issues.
  - o **Real Case Scenarios:** Detailed examples of real-world IT professional challenges and solutions.
  - o **Extra Study Material:** Supplementary resources to reinforce learning and prepare for certification exams.

- **Target Audience:**
  - o Aspiring IT Helpdesk Technicians
  - o Current IT professionals looking to enhance their skills.
  - o Individuals interested in IT support roles.

- **Course Duration:**
  - o 1 Month (Module I)

- **Prerequisites:**
  - o Basic understanding of computer systems.
  - o Familiarity with Windows operating systems.

- **Certification:**
  - o Upon successful completion of the four-module series in this program, participants will receive a certification as an IT Helpdesk / Helpdesk Technician.

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