



English for IT Support Specialist

Duration: 4 months

Mode: Live Class

Language: English.

Requirements: Basic Office skills and a minimum of B1 level English.

MODULE 1

English for Information Technology

Live Class 

IT Fundamentals: Building a Strong Foundation

Explore the basics of IT support, including essential grammar for professional communication, IT terminology, and an introduction to ticketing systems. We'll also review key grammar concepts like the passive voice and verb tenses.

Networking Essentials: Understanding Connectivity and Cybersecurity

Dive into networking principles, learning about network engineering concepts and cybersecurity basics. Engage with hands-on practice using Packet Tracer, and enhance communication with grammar and case studies on network implementations.

Cloud Computing: Exploring the Future

Discover the world of cloud computing by studying cloud services, deployment models, and practical cloud setup exercises. You'll also practice polite requests, idioms, and explore the benefits and challenges of cloud adoption through case studies.

Certifications

Self-paced classes

[LinkedIn](#) Learning



Priority General Knowledge

Career Essentials in Generative AI



Language: English / Spanish
Certification with Exam.

Career Essentials in Cybersecurity



Language: English / Spanish
Certification with Exam.

Support: Solving Problems Efficiently

Master the art of troubleshooting and effective communication in IT support. Learn essential tools and software, explore grammar related to imperatives, adverbs, and improve problem-solving techniques through real-world scenarios.

IT Security Specialist



Language: English

MODULE 2

IT Helpdesk / Helpdesk Technician



Efficient Support Request Handling and Service Escalation

Learn how to handle incoming support requests promptly and courteously. Understand real-time service escalation procedures to ensure timely resolutions of complex issues and smooth communication with users.

Software Repair, Maintenance, and Hands-on Fixes

Master the use of remote tools for software repair and maintenance. Gain hands-on experience in software installations, upgrades, patching, system configuration, and troubleshooting of hardware assets, Windows domains, VPNs, and BitLocker requests.

Office 365, Microsoft Outlook, and Network Configuration

Explore advanced features of Office 365 and Microsoft Outlook, including account management, rule creation, and IMAP/POP3 configuration. Additionally, learn network configuration techniques such as DNS flushing, renewing DHCP, and checking TCP/IP settings.

Certifications

Self-paced classes



Customer Service Professional Certificate



Language: English Only
Certification with Exam.

Optimizing Enterprise Security and Productivity Using Microsoft 365



Language: English Only

Testing, Recommendations, Cloud Recoveries, and Upselling Techniques

Develop skills in running tests and interpreting results to make effective recommendations. Learn how to handle cloud recoveries and repair boxes, and explore upselling strategies to spontaneously offer additional products and services to users.

Cybersecurity Foundations: Governance, Risk, and Compliance (GRC)



Language: English Only
Certification with Exam.

MODULE 3

Advanced IT Support and Management



User Interaction, Ticketing Systems, and Hardware Deployment

Learn effective communication techniques to handle client inquiries and requests while building strong relationships. Master the use of web-based ticketing systems to manage support requests and deliver services efficiently. Additionally, explore best practices for machine deployment, servicing, and ensuring optimal performance.

Certifications

Self-paced classes
[LinkedIn Learning](#)



IT Leadership Professional Certificate



Language: English Only
Certification with Exam.

Troubleshooting, IT Operations, and System Administration

Develop skills in diagnosing and resolving technical issues, managing multiple client inquiries daily, and streamlining IT processes like onboarding/offboarding. Learn about equipment management, Active Directory 2022, and system administration best practices for smooth IT operations

Career Essentials in System Administration



Language: English / Spanish
Certification with Exam.

Remote Management, Networking, and IT Security

Gain expertise in managing software installations, remote connections, and virtualization. Understand key networking concepts, including VPNs, proxies, and TCP/IP protocols. Additionally, explore essential IT security fundamentals, focusing on cryptography, encryption, and safeguarding data integrity.

Advanced IT Tools, Data Management, and Final Project

Learn to integrate and manage advanced IT tools like Citrix and Jupiter while mastering data management and recovery techniques. Conclude the course by developing a comprehensive IT support plan as a final project, showcasing all the knowledge and skills acquired throughout the program.

Cisco Certified Network Associate (CCNA) *PREPARATION ONLY (OPTIONAL)*

Language: English
Take Exam with Cisco



MODULE 4

Soft Skills Development and Interview Practices



Interview Fundamentals and Technical Skills Review

Explore different interview formats, understand common interview questions, and learn how to answer them effectively. Review key technical concepts and engage in hands-on practice with real case scenarios. Conclude with mock technical interviews to apply your problem-solving skills.

Certifications

Self-paced classes

[LinkedIn Learning](#)



Build your Cloud Computing Skills



Language: English / Spanish
Certification with Exam.

Soft Skills Development and Industry-Specific Preparation

Build essential soft skills, focusing on effective communication, professionalism, and confidence-building techniques. Delve into industry-specific scenarios, including IT support, network engineering, cybersecurity challenges, and cloud computing case studies, to tailor your preparation to your field.

Access to
reinforcement
topics for IT
support



Language: English / Spanish
Certification with Exam.

International Job Market Preparation and Cultural Differences

Gain insights into the global job market, understanding cultural differences in interview approaches. Learn strategies for preparing for remote interviews and enhancing your networking and job search techniques to succeed in international roles.

Cisco Certification Preparation
includes group exam simulator

Support Technician (CCST) IT Support

Language: English
Take Official Exam in
Academia Europea



All certification exams for CCST Cisco and AZ-900 have an additional cost and include a retake plus a simulator test. The CCNA exam is taken directly with Cisco.