**Onboarding**

This guide covers the fundamental knowledge about computers, troubleshooting steps, and additional information to help you handle IT issues and learn how to resolve them.

Additionally, I recommend starting with the following learning path through LinkedIn Learning. These varied courses will help you get hands-on experience with common user issues, computer terminology, and the best procedures we need to follow:

LinkedIn Learning Paths:

Week #1: Jira Basic Administration

Week #2: Learning PC Maintenance and Performance: Windows 11

Week #3: Windows 11 – Essential Training (Part I)

Week #4:Windows 11 – Essential Training (Part II)

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| Roadmap (Training and Development) | |
| **English for Information Technology** | **Module I** |
| IT Help Desk Technician | Module II |
| Advanced IT Support & Management | Module III |
| Soft Skill Development & Interview Practices | Module IV |

**Hardware terminology:**

1. **CPU (Central Processing Unit)**: The brain of the computer that performs instructions defined by software.
2. **RAM (Random Access Memory)**: Temporary storage that provides space for the computer to read and write data to be accessed by the CPU quickly.
3. **ROM (Read-Only Memory)**: Permanent storage used to store firmware or software that is rarely changed.
4. **HDD (Hard Disk Drive)**: A traditional storage device that uses spinning disks to read/write data.
5. **SSD (Solid-State Drive)**: A faster storage device that uses flash memory to store data.
6. **Motherboard**: The main circuit board that connects all components of the computer.
7. **GPU (Graphics Processing Unit)**: A specialized processor designed to accelerate graphics rendering.
8. **Power Supply Unit (PSU)**: Converts electrical power from an outlet into usable power for the other components of the computer.
9. **Cooling System**: Includes fans and heat sinks to keep the computer components cool.
10. **Peripheral Devices**: External devices like keyboards, mice, printers, and monitors that connect to the computer.

**Peripheral devices:**

1. **Keyboard**: An input device used to type text and commands into a computer.
2. **Mouse**: An input device used to point, click, and interact with items on a computer screen.
3. **Monitor**: An output device that displays visual information from the computer.
4. **Printer**: An output device that produces physical copies of documents and images.
5. **Scanner**: An input device that converts physical documents and images into digital format.
6. **External Hard Drive**: A storage device used to store and back up data externally.
7. **Speakers**: Output devices that produce sound from the computer.
8. **Microphone**: An input device used to capture audio.
9. **Webcam**: An input device used to capture video, often used for video conferencing.
10. **USB Flash Drive**: A portable storage device used to transfer data between computers.

**Software Terminology**

1. **Operating Systems (OS)**: Software that manages computer hardware and software resources (e.g., Windows, macOS, Linux).
2. **Device Drivers**: Programs that allow the operating system to communicate with hardware devices (e.g., printer drivers, graphics drivers).
3. **Firmware**: Low-level software programmed into hardware devices to control their functions (e.g., BIOS, embedded systems).
4. **Application Software**: Programs designed for end-users to perform specific tasks (e.g., Microsoft Office, Adobe Photoshop).
5. **Utility Software**: Tools that help manage, maintain, and control computer resources (e.g., antivirus programs, disk cleanup tools).
6. **Web Browsers**: Programs used to access and navigate the internet (e.g., Google Chrome, Mozilla Firefox).
7. **Email Clients**: Software for managing email communications (e.g., Microsoft Outlook, Mozilla Thunderbird).
8. **Media Players**: Applications for playing audio and video files (e.g., VLC Media Player, Windows Media Player).
9. **Development Software**: Tools for creating software applications (e.g., Visual Studio, Eclipse).