**Introduction to IT**



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Welcome to Technical Support Fundamentals, the first course of the IT Support Professional Certificate! By enrolling in this course, you are taking the first step to kickstarting your career in tech. In the first week of the course, we'll learn about how computers were invented, how they've evolved over time, and how they work today. We will also learn about what an "IT Support Specialist" is and what they do in their job. By the end of this module, you will know how to count like a computer using binary and understand why these calculations are so powerful for society. So let's get started!

**Key Concepts**

* Understand why and how humans went from counting using manual methods to calculating data with computers.
* Describe what binary is and how we use it to communicate with computers.
* Understand what the layers of computer architecture are.
* Convert binary numbers into decimal form.