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Jisha Joseph

has successfully completed

Technical Support Fundamentals

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Technical Support Fundamentals

★★★★★ 4.8 42,306 ratings • 10,880 reviews

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About this Course

This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service. This course covers a wide variety of topics in IT that are designed to give you an overview of what's to come in this

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SKILLS YOU WILL GAIN

Binary Code

Customer Support

Linux

Troubleshooting

Offered by



Shareable Certificate

Earn a Certificate upon completion



100% online

Start instantly and learn at your own schedule.



Flexible deadlines

Reset deadlines in accordance to your schedule.



Beginner Level



Approx. 23 hours to complete



English

Subtitles: English, Spanish

WEEK

1



4 hours to complete

Introduction to IT

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!



14 videos , 6 readings, 3 quizzes [SEE ALL](#)

WEEK

2



5 hours to complete

Hardware

In the second week of this course, we'll learn about what's inside a computer. We'll learn all about the hardware components or different pieces inside a computer. We'll discover what each component does and how they work together to make a computer function. By the end of this module, you will also know how to build a computer from scratch!



16 videos , 7 readings, 4 quizzes [SEE ALL](#)

WEEK



6 hours to complete

WEEK

3



6 hours to complete

Operating System

In the third week of this course, we'll learn about operating systems. We'll discuss the common operating systems that are used today and understand how they work with the computer hardware. We'll learn about the "boot process" of an operating system and show you how to install Windows, Linux and Mac OSX operating systems from scratch. By the end of this module, you'll use the Qwiklabs environment to interact directly with the Windows and Linux operating systems.



21 videos , 6 readings, 5 quizzes [SEE ALL](#)

WEEK

4



2 hours to complete

Networking

In the fourth week of this course, we'll learn about computer networking. We'll explore the history of the Internet and what "The Web" actually is. We'll also discuss topics like Internet privacy, security, and what the future of the Internet may look like. You'll also understand why the Internet has limitations even today. By the end of this module, you will know how the Internet works and recognize both the positive and negative impacts the Internet has had on the world.



14 videos , 1 reading, 2 quizzes [SEE ALL](#)

WEEK



4 hours to complete

WEEK

5



4 hours to complete

Software

In the fifth week of this course, we'll learn about computer software. We'll learn about what software actually is and the different types of software you may encounter as an IT Support Specialist. We'll also explore how to manage software and revisit the concept of "abstraction." By the end of this module, you'll use the Qwiklabs environment to install, update and remove software on both Windows and Linux operating systems.



10 videos , 1 reading, 4 quizzes [SEE ALL](#)

WEEK

6



3 hours to complete

Troubleshooting

Congratulations, you've made it to the last week of the course! In the final week, we'll learn about the importance of troubleshooting and customer support. We'll go through some real-world scenarios that you might encounter at a Help Desk or Desktop Support role. We'll learn why empathizing with a user is super important when working in a tech role. Finally, we'll learn why writing documentation is an important aspect of any IT role. By the end of this module, you will utilize soft skills and write documentation to communicate with others.



22 videos , 2 readings, 4 quizzes [SEE ALL](#)